# A step by step guide to recognition and reward

*This tool will take you through the process of planning and implementing a recognition and reward scheme.*

## Step 1: Define the purpose

Define goals and objectives that match or contribute to the achievement of the organisation's mission and the well-being of staff. Involve staff in determining the purpose(s) to ensure the right programme is being created.

Programme goals might include:

- Honouring ongoing commitment.
- Rewarding creativity, hard work, or high sales levels.
- Fostering a spirit of team work and collaboration.

## Step 2: Develop a budget

It is crucial to budget for recognition programs, but an extensive budget is not the determining factor of success. The financial and material incentives are less important than the fact an incentive exists. People want to know that their efforts are noticed and appreciated.

In quantifying the rewards, take the following factors into consideration:

- The rewards and recognition must be considered significant by the staff.
- There should be a number of reward recipients in a set time frame.
- Does the recognition scheme reward individuals or the whole team's performance?
- What are the types and costs of rewards?
- What are the costs associated with the presentation of rewards?
- What are the costs of involving staff and communicating the programme?

## Step 3: Determine the types of recognition and rewards

Rewards should have meaning to staff, so it is important to involve them in formulating the types of recognition and rewards. *(See toolkit 5.b: Indentifying the rewards staff want)* Ask people what motivates them or what they would appreciate. Consider giving the employee options as to motivate and inspire staff to achieve goals, attain skills, feel their work is significant or emulate effective attitudes and approaches.

Ensure that any recognition is:

- Sincere: The reward should reflect genuine appreciation.
- Meaningful: The reward should be motivating and reflect the values of the company.
- Timely: Don't let too much time pass or the reward may be devalued.

## Step 4: Communicate to staff

Make sure that all staff know about and are involved in the recognition and rewards programme. This is probably best done through an announcement at a team meeting.

Whatever method you use, make sure the information reaches all staff, and that they feel involved and central to shaping the design and implementation of the programme.

## Step 5: Recognise staff

Presentations can be formal and or informal. The presentation can be made one-on-one, in front of the team, the entire staff, or the public. The method of recognition should match the significance of achievement and be worthy of management.

Rewards often come from management and upper management. Try having rewards come from people who have witnessed the event or deed being rewarded, as the recognition seems more genuine and meaningful. Depending on the situation, this could mean fellow staff.

## Step 6: Evaluate and modify the recognition programme

In order to ensure effectiveness, the recognition programmes need to include a system of evaluation. This is a crucial part of the process, especially given that reward and recognition schemes are intended to encourage good performance.

On a regular basis, verify that the recognition programme is accomplishing its purposes and goals. You can do this quite easily in the team meeting. You simply need to set it on the agenda and ask for feedback. You should seek feedback in the following areas:

- Types of rewards.
- Timing of rewards.
- How they are awarded.
- General feedback on the scheme.

## 5b Toolkit 5.b:
# Identifying the rewards staff want

This tool will save you time and unnecessary effort on things that don't motivate your staff. It also promotes good work because employees are aware that there are rewards they will appreciate for good effort, so they are more likely to strive in the workplace.

**Step 1:**  Copy or print out this template and distribute to your staff .
**Step 2:**  Ask them to fill it out and return to you.
**Step 3:**  Review and analyse responses and keep on record the response of each employee.

| TYPE OF REWARD<br>Rank the particular reward | RANKING<br>1-no importance to 5-very important | | | | |
|---|---|---|---|---|---|
| More salary | 1 | 2 | 3 | 4 | 5 |
| Annual bonus | 1 | 2 | 3 | 4 | 5 |
| Extra time-off | 1 | 2 | 3 | 4 | 5 |
| Corporate membership (Gym/Health club) | 1 | 2 | 3 | 4 | 5 |
| Healthcare | 1 | 2 | 3 | 4 | 5 |
| Extra training (extra curricular) | 1 | 2 | 3 | 4 | 5 |
| Pension | 1 | 2 | 3 | 4 | 5 |
| Staff discounts | 1 | 2 | 3 | 4 | 5 |