

The CHOICE Connection

Positive strategies. Practical solutions.



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CHOICE
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Quotable Quotes

*"Always treat your employees exactly as you want them to treat your best customers." ~ Stephen R. Covey, author of *The Seven Habits of Highly Effective People**

"Recognition is not a scarce resource. You can't use it up or run out of it." ~ Susan M. Heathfield, About.com HR Expert

"People work for money, but go the extra mile for recognition, praise and rewards." ~ Dale Carnegie, Leadership Training Guru

"An employee's motivation is a direct result of the sum of interactions with his or her manager." ~ Dr. Bob Nelson, Best Selling Author and Motivational Speaker

Dear Jean,

This month I am going to talk about one of my favorite topics in an organization's performance management system - Recognition and Rewards. It is also a topic of performance management where I believe our industry of human resources gives confusing and mixed messages. Let's start with how this topic is always ordered in their reference - Rewards and Recognition. Why would rewards always come first? So ... let's switch it up ... think RECOGNITION first and REWARDS second.

A simple act of gratitude - a verbal thank you or a written note of appreciation are simple, they take only a few minutes and create a stronger and immediate connection. More

important, these simple acts of gratitude - they light us up. Try it today - offer a sincere "Thank You!" to three or four individuals, then write a few words of appreciation or put a smiley face on a post-it and offer it to a couple of co-workers. Check out the smiles you get in return! The cost - maybe a few minutes of your time and the smiles - well they are often contagious.

With a great appreciation for all of you, my Readers ...

Thank You! for being with me in spirit every month,

Jean

Recognition First ... Reward Second

What do I know is true about the giving of recognition and rewards to individuals in the workplace? Well, I am reminded often that we each want to receive it in a way that is meaningful, sincere and respects me as an individual. In other words, I don't necessarily want to be appreciated like the person next to me. A simple thank you is enough for me. And for goodness sake, please don't ask me to stand up and say a few words after being recognized. I also know that there are others who do want to receive a very public acknowledgement and are very comfortable saying a few words to further acknowledge their recognition.



If you are a leader or manager in your organization this is one more thing to know about each of your employees, because how you recognize these individuals can in fact make a difference in your strength of connection. For those you do recognize, they typically consider this an indicator as to how well you know your them.

What makes a difference for all of us is to understand the difference between recognition and rewards. There truly is a difference. We do all want the rewards, those tangible acknowledgements, when they are deserved. What we can receive and even crave more often, though, is the recognition for who we are, what we do, and possibly how we do what we do. Recognition, is often the easiest for us to give and receive and comes with no expiration date.

What are these differences? Consider these following distinctions as offered by Roy Saunderson in a 2013 article.

Recognition is ... intangible - "Invisible in nature and priceless in value."

Recognition is ... relational - "...an exchange between people ... and great for attracting people into your organization..."

Recognition is ... mostly experienced - "...it is a total immersion experience and a personal encounter of the best kind..."

Recognition is ... non-transferable - "... cannot be removed from the person given to or

exchanged and is quite permanent."

Recognition is ... unconditional - " .. not a part of a fixed result derived from specific actions."

Recognition is ... is a surprise - "...you have no idea until your unexpectedly receive it."

Recognition is ... emotional - " ... it is a psychological and emotional event."

Recognition is ... focused on behaviors - " ...can happen any time one notices the positive behaviors of another."

Recognition is ... flowing - " ...is free flowing from one person to another and expanded upon and shared by others."

Recognition is ... personal - " ... purely human connection celebrating people."

Rewards, on the other hand, are ... tangible, transactional, simply consumed, transferable, conditional, expected, economical, outcome driven, fixed and/or impersonal. We may give/receive "rewards" as an annual raise, a bonus, a plaque, gift cards, etc. For a manager or supervisor to offer the rewards usually takes a bit of paperwork or justification. Truly, the rewards are appreciated - just not as easy to offer up.

It is important to understand that both - recognition and rewards - are needed and wanted by your employees. A final caution in the giving and balancing of recognition and rewards - one without the other may raise the question of the giver's sincerity. On the other hand, the receiver's lack of gratitude sends a message that neither the recognition and/or rewards is important. Remember to take every opportunity to recognize, recognize, recognize and reward ... and then offer the 'thank you.'"

Tools and Resources FROM THE BOOKSHELF

[The Carrot Principle - How the Best Managers Use Recognition to Engage their People, Retain Talent, and Accelerate Performance](#) by Adrian Gostick and Chester Elton, (2007).

[The 1001 Rewards & Recognition Fieldbook: The Complete Guide](#) by Bob Nelson and Dean Spitzer (2002). Inspire your employees to excel.

[Love 'Em or Lose 'Em: Getting Good People to Stay](#) (5th Edition) by Beverly Kaye and Sharon Jordan-Evans (2013). "Since employees who walk out the door cost their companies up to 200 percent of their annual salaries to replace, retention is one of the most important issues facing businesses today. ..."

[101 Ways to stand out at Work: How to Get Recognition and Rewards You Deserve \(101 Things\)](#) by Arthur D. Rosenberg (2008). Are you up against obstacles to career success? Discover more tips, techniques., the elements of a successful career and steps to help you and your co-workers become more engaged.

THE INTERNET CONNECTIONS

[Tips for Effective Employee Recognition: How to Reward, Recognize, Award, and Thank People Successfully](#) by Susan M. Heathfield (2016)

[5 Ways Leaders Rock Employee Recognition](#) by Meghan M. Biro (2013)

[Top 10 Differences Between Rewards and Recognition](#) by Roy Saunderson (2013)

[Employee Reward and Recognition Systems](#) - 4 Comments. Interesting! Read more to ... Differentiate rewards from merit pay and the performance appraisal, design a reward program, types of reward programs, group-based reward systems and recognition programs.

Reflection

So, think about the recognition you have received - all that you have received personally and professionally. What held the most meaning for you? What is your most natural way to recognize others? So ... let's expand your list. If you can think of 10 ways to recognize others, then I challenge you to expand that list to a total of 25 ways to recognize others. Why? Remember that we all don't like to be recognized or rewarded like everyone else. The more ways you know to recognize, the more natural connections you can make with others. Time to get started..

- 1.
- 2.
- 3.
- 4.
5.

Now, think "rewards - professional and personal." Become familiar with your organization's rules and requirements that are in place for rewarding your employees. If the reward is to be personal, think outside the "gift card" box and challenge yourself to know and connect more strongly with the person. What could light up their spirit and expand the reward to be more, to even have a stronger element of recognition in the balance? Start with a smile, a connection in the eyes and end with a very sincere "thank you."

Choose To ...

Recognize first ... reward second ... recognize the person in the appreciation ... offer your appreciation and gratitude with sincerity ... with respect ... recognize and reward with that which holds a special meaning to the receiver ... recognize daily ... reward when appropriate.



October Joyful Observances

[Adopt a Senior Pet Month](#)

Family Stories Month

[Military Family Appreciation Month](#)

[National Scholarship Month](#)

National Memoir Writing Month

World Communication Week (November 1-7)

[National Animal Shelter Appreciation Week](#) (November 6-12)

National Book Awards Week (November 14-20)

National Game & Puzzle Week (November 20-26)
Better Conversation Week (November 21-27, Always Thanksgiving Week)

National Love Your Red Hair Day (November 5)
Sausage and Kraut Day (November 5)
Election Day (November 8)
MVS's Birthday - Happy Birthday, Hon! (November 8)
Loosen Up, Lighten Up Day (November 14)

Administrivia

My Constructive Choices Audience...

- * Professionals wanting to be at choice in their career and daily work,
- * New managers (and aspiring leaders) transitioning to establish a leadership role in their communities,
- * Individuals wanting to sort through the choices, build a more fulfilling life, live their voices, and...
- * Coaches who choose to step out, show up, and say - YES, it IS all about YOU!

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