Introduction

All of us like to receive recognition and appreciation for good work. The recognition and reward process is a more formal means of recognising exceptional one-off or significant achievements by teams and individuals and can be adapted to suit the requirements of a group, division, or office.

Rewards can take many forms and may be financial or non-financial. Most resource centres have their own procedures for this scheme. Note that appropriate delegations are required to approve expenditure under the scheme.

Key Principles and Objectives

A Recognition and Reward scheme may be used to:

- provide tangible evidence of the importance played by teams and individuals in meeting corporate objectives,
- recognise and reward workplace achievement and
- contribute to a more productive and satisfying work environment.

A Recognition and Reward scheme, does not replace a manager providing ongoing recognition to their employees. Constructive feedback and recognition has the greatest impact if it immediately follows the behaviour or results. Some of the informal opportunities may include:

- providing on-the-job performance feedback
- recognition of good performance at section meetings or similar forums
- acknowledging milestone achievements and
- asking people to participate in special projects or corporate tasks

Key Processes and Issues

Recognition and Reward schemes can periodically identify and recognise contributions by individuals and teams that go over and above normal contributions to their work programs.

Criteria for assessing achievement, recognition and reward may include, but are not limited to:

Innovation: A team or individual, whose new concept or idea, once implemented, resulted in one or more of the following benefits:

- a sustained improvement in efficiency/productivity to a collection or process
- improved relationships with providers or clients through initiatives that, for example, reduce respondent load or lead to the development of successful new products or services or
- improved working environment

Advancement of the organisation: A team or individual achieving one or more of the following:

- outstanding contribution that has a positive and important impact on corporate objectives or reputation; or
- outstanding contribution towards improved service in terms of responsiveness, quality and client service.

Work Performance: (including professionalism, communication and leadership). A team or individual, which displayed one or more of the following qualities:

- a high level of dedication coupled with skills leading to the achievement of a corporate goal or
- an outstanding effort beyond what is required of daily duties to achieve a corporate goal.

Recognition and Reward schemes operate in an open and transparent way, while remaining sensitive to privacy issues associated with individual awards and rewards. May effective recognition and reward processes capitalise on the social recognition of highlighting employee or team achievements within the organisation. Consideration can be given to publishing information about any notable events rewarded during the year.

Tips

- Be accurate, encouraging, constructive, and objective.
- Provide specific examples of achievements against objectives, the contribution to work group, and organisational objectives.
- Encourage input.
- Make sure they understand the feedback.
- Identify and commit to actions and solutions.
- Be a forward thinker and discuss future directions.