

TIP SHEET 1

RECOGNITION

Recognition is the acknowledgement that an achievement and/or performance has been seen and is appreciated.

TIPS FOR EFFECTIVE RECOGNITION

The most important aspect of recognition is the message. Ensure it is:

- *Timely:* Try to recognise the individual or team as close to the event or behaviour as possible
- *Personal:* tailor the message to the individual or team member
- *Specific:* While “thank you” is always appreciated, your impact will be greater if you describe what was done well and why you are recognising the individual or team
- *Sincere:* be engaging, build respect and trust so recognition is sincere and valued

DO

- ✓ Say “thank you” often and engage in positive feedback
- ✓ Recognise individual and teams who advance UQ Strategic Plan, UQ Values and UQ Leadership
- ✓ Acknowledge individuals who serve behind the scenes and celebrate their contribution
- ✓ Think about how you deliver your “thanks” and vary it from time to time

DON'T

- ✗ Assume everyone likes to be recognised in the same way
- ✗ Make it bureaucratic by adding unnecessary processes and red tape
- ✗ Underestimate the power of a simple “thank you”

OPPORTUNITY

Constantly look for opportunities to recognise individuals and teams. There is potential with every interaction, like emails, positive feedback, team meetings or projects. Provide team members with new opportunities to contribute in different ways, such as learn a new skill, or to have more freedom in how they approach their work. Encourage self and peer recognition - ask team members to showcase important accomplishments, praise from others or share successes at your team meetings.

Want more information on recognition? Visit www.hr.uq.edu.au/recognition

Source: O'Connor, R, Schmidt, J, Bosch, T, Royal, M 2010, Rewards Strategy and Practice, *Journal of Compensation and Benefits*, Thomson Reuters.