



PHASE IV
PERFORMANCE
RECOGNITION

ePerformance Trainer Guide
2009

Module: Performance Recognition

Module Total Time: 40 Minutes

Trainer Goals:

- Acknowledge the shift to performance based recognition
- Provide examples of non-monetary incentives that a manager can utilize to improve, correct, maintain and stretch performance

Trainer Flow:

- Objectives
- 4-Phase Model
- Overview
- Manager Strategies
- Performance Based Recognition
- Exercise: 20 Examples of Performance Based Recognition
- 2009 Recognition Planning

Trainer Materials:

- Manager Guide
- Trainer Guide
- Appendix
- Easel Pad or Whiteboard
- Markers
- PowerPoint Slides

Manager Materials:

- Manager Guides for all participants

Overview

INTRODUCTION AND OBJECTIVES

SAY: Hello. Welcome to the Performance Recognition module of the Georgia ePerformance Management Process training.

REFER TO GUIDE: Module Objectives

SAY: At the end of this module, you will:

- Understand the role of recognition and acknowledging results
- Preview suggested strategies to create work based incentives
- Conduct a brainstorm session on recognition strategies for the upcoming year

ASK: What questions do you have regarding the objectives of this module? (Responses will vary).

SAY: The next slide illustrates how the recognition phase acknowledges the results that were performed throughout the performance review period.

READ PPT: 4-Phase Model (PERFORMANCE RECOGNITION ONLY).

SAY: Effective performance recognition occurs throughout the performance review period. It can occur in formal and informal settings. For example, managers can recognize the achievements of an employee in a 3 minute feedback discussion, during a monthly development session, during a quarterly team meeting or at the interim and/or annual evaluations.

REFER TO GUIDE: Phase IV: Performance Recognition

SAY: Take a moment on your own to read the highlights of the performance recognition phase on the left page in your guide.

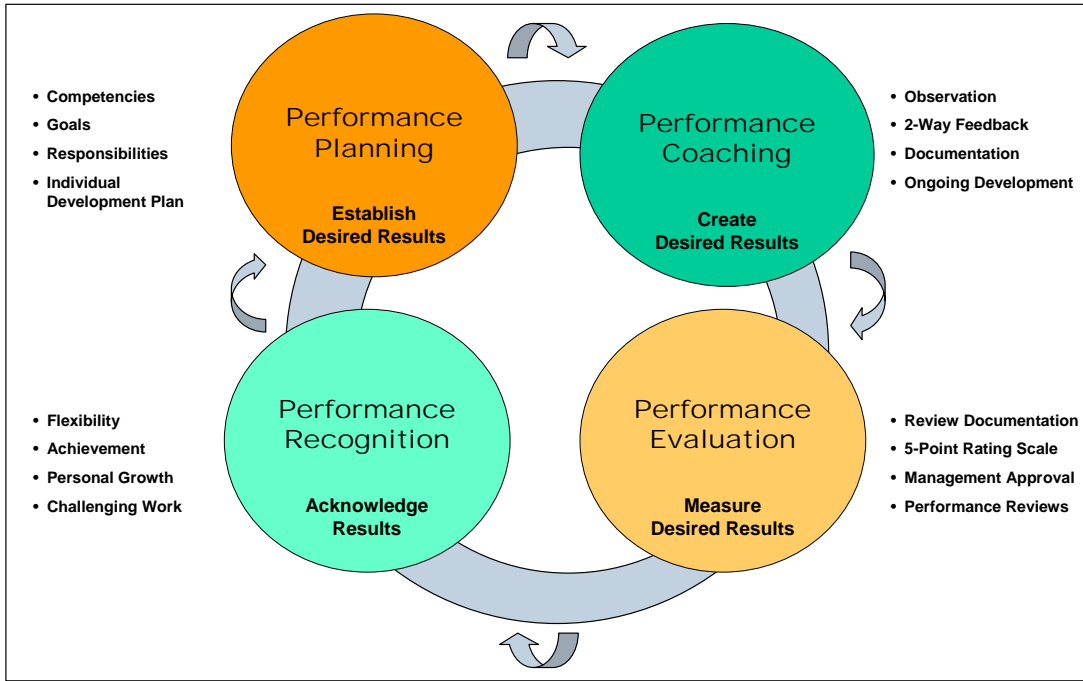
Trainer Note: Allow 1 minute for participants to read the guide.

SAY: Let's take a look at the next slide that provides an overview of the Performance Recognition Phase.

TRANSITION



Performance Management 4-Phase Model





Overview

READ PPT: Overview

SAY: The State of Georgia is moving toward a performance-based culture.

ASK: May I have a few volunteers to share their understanding of what a 'performance-based' culture looks like? (Responses will vary. Anticipated responses include results that are measurable will be recognized, employees that demonstrate successful performance will be recognized, etc.)

SAY: The next slide demonstrates how the manager can recognize employees in a performance-based culture.

TRANSITION



Performance Recognition Overview

- The State of Georgia strives to be the “Best Managed State” in the nation. Leadership understands this means providing a compensation and benefits framework that motivates our workforce to excel in their role. With that knowledge we will support the transition from an entitlement-based culture to a performance-based culture.



Manager Strategies for Recognition

READ PPT: Manager Strategies

ASK: How many of you are currently using the incentives listed on the slide and in your guides? (Responses will vary).

ASK: May I have a few of you share your experiences on how these tools are helpful to you as a manager in recognizing performance? (Responses will vary).

SAY: Take a minute in your work groups to discuss how you will use the 4 manager strategies in your workplace. You will have 5 minutes for the group discussion.

Trainer Note: Allow participants 5 minutes to discuss strategies.

SAY: The last slide will provide you with an opportunity to use a performance-based recognition tool.

TRANSITION

Performance-Based Recognition

READ PPT: Performance-Based Recognition

SAY: In your guide is a tool that serves 2 purposes. One purpose is that it provides you with 20 examples of performance-based recognition strategies. These are examples of non-monetary incentives that all employees desire.

ASK: How can an incentive be non-monetary? (Responses will vary. Goal is to get participants to think intrinsic value; internal motivation; value of service, etc.)

SAY: The second purpose is that it serves as an assessment tool that you can use to identify the individual motivators of everyone in your work team.

SAY: Let's take the next 10 minutes to use the tool as an assessment.

EXERCISE

SAY: Read all of the 20 statements on the left page in your guide. Select 5 of the statements that are the most important to you in maximizing your performance. Prioritize the 5 statements you selected in order of importance...with 1 being the most important in incentive for you to reach exceptional performance.

Trainer Notes: Allow 5 minutes for this part of the exercise. Create a chart with all of the participant names on the chart.

SAY: I am going to ask you to share your #1 and #2 incentives. When I call your name, please provide the number of the statement (1 through 20) that you selected for your #1 and #2 ranked incentives.

Trainer Note: Write the statement numbers beside each name.

SAY: As you can see, everyone is not motivated by the same incentive. Managers are encouraged to identify the individual incentives that drive each employee to successful and exceptional performance.

SAY: Take some time in your table groups to create a list of little to no cost performance-based recognition ideas that you can utilize in 2009-2010 to impact individual performance. For example, I may bake a batch of cookies for Monday's staff meeting.

SAY: You will have 10 minutes in your group to create a list in your guides of low to no cost performance-based recognition ideas.

ASK: What questions do you have for me at this time? Respond accordingly.

Anticipated Responses include:

- Thank you cards
- Wall of Recognition in the work area or the Agency break room



Performance Recognition Performance-Based Recognition

- A performance-based culture does not focus on one aspect of recognition, i.e., monetary awards
- The focus is on recognizing total performance
- The goal is to recognize employees throughout the year by providing career opportunities, job growth, training and participation in special projects



- Reserved parking
- Have your manager send a “Note of Appreciation”
- Create a lunch award
 - Take the employee out to lunch
 - Bring the employee lunch for a day
- Cover the employee’s workstation with balloons on his/her birthday
- Encourage peer recognition
- Write five (5) notes of appreciation on post-it notes and hide them among his/her work desk.

SAY: Before we end the session, let’s hear a few of your ideas.

Trainer Note: Allow groups to share their responses with the large group.

SAY: Thank you for sharing your strategies on how you will create a performance-based culture...one employee at a time.

SAY: This concludes the Georgia ePerformance Management Process Recognition Phase.

ASK: What questions do you have at this time? (Responses will vary)

END SESSION