

FACILITATING IMPACTFUL PERFORMANCE CONVERSATIONS

Celebrate Success: What Gets Rewarded, Gets Repeated!



WHY RECGONITION MATTERS

Supervisor Feedback Fuels Success! According to key studies, incorporating recognition into team culture can lead to the following outcomes. Watch this [video](#) to learn more.

- A recognition-rich culture is 2.5x's more likely to see higher employee productivity (Bersin by Deloitte).
- Employees who receive regular recognition are 4x's more likely to be engaged at work (Gallup).
- Organizations with effective recognition programs have 31% lower voluntary turnover rates (SHRM).
- 78% of employees reported that being recognized motivates them in their job (Officevibe).

Three Types of Performance Feedback

This manager guide takes a deeper dive into positive recognition.

POSITIVE RECOGNITION



Timely and specific positive reinforcement, highlighting strengths and contributions. Reinforces desired behaviors and boosts morale.

CONSTRUCTIVE



Focuses on specific areas where an employee can improve. Should be actionable and provided with the intention of helping the employee improve and grow.

DEVELOPMENTAL



Future-focused, identifying specific skill development needs. Supports professional and personal growth. Helps facilitate professional development planning.

MANAGER MINDSET CYCLE



PREPARE: Set aside dedicated, and focused time. Consider your talking points. Identify an appropriate time and place. Consider HOW the employee likes to be recognized.

FACILITATE: Use a recognition feedback model (pg. 2.). Be specific and ensure you make the connection between the employee's actions/behavior and the positive impact it has on the job/others.

FOLLOW-UP: Document notes. Consider setting follow-up goals for the employee to work towards. Recognize continued efforts and achievements. Incorporate positive and developmental feedback.

RECOGNITION FEEDBACK MODELS

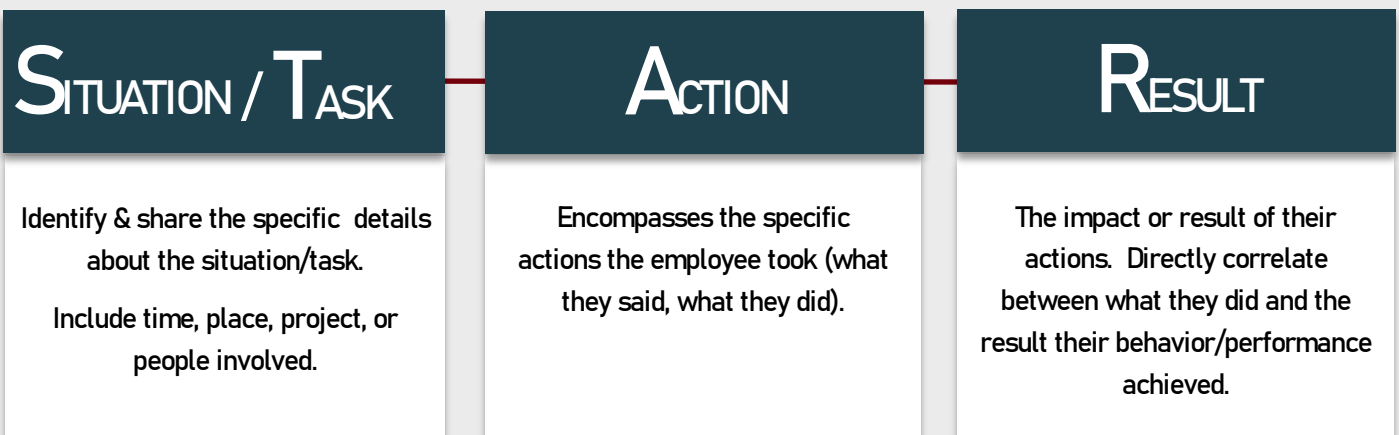
Feedback models promote clear communication and helps employee make the connection between their behavior/actions observed and the impact they have.

Two models, **S.T.A.R** and **S.B.I**, are proven to help leaders focus on facts and behaviors which help employees understand the desired performance that should continue.

Understanding S.T.A.R

When to use it?

- Formal recognition (performance reviews, employee reward programs)
- Informal recognition, but performance is above and beyond (ex. key projects and initiatives)



Practicing S.T.A.R

Directions: Review the following example and review how S.T.A.R is broken down.

Example: "Thanks for helping me with my report when I had to rush to the meeting. I appreciate your delivering it to Sue so quickly and spending time answering her questions. I wanted you to know that she called me back and said she was really impressed with our responsiveness and your knowledge of the project. It looks like she's going to recommend our department for the job."



Situation/Task: They helped you with a report when you had to rush to a meeting

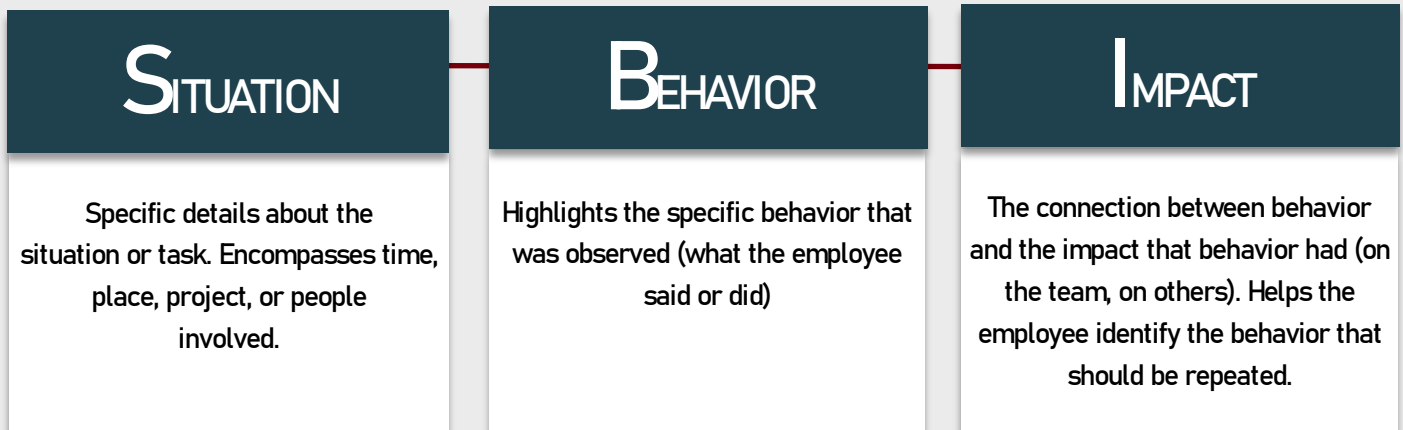
Action: It was delivered to Sue and they spent time answering her questions

Result: Sue was really impressed about knowledge and responsiveness. She is recommending their department for the job.

Understanding S.B.I

When to use it?

- When quick and immediate feedback is needed to reinforce positive performance



Practicing S.B.I

Directions: Review the common feedback statements below and learn how they are elevated using S.B.I.

COMMON FEEDBACK STATEMENTS	ELEVATED FEEDBACK USING S.B.I
“Colin, great job on that project plan and presentation”.	“Colin, thank you for taking the initiative on Friday and creating a presentation for the team for the new project plan. Your initiative helped align everyone on key milestones which will help us be successful.” Situation: Colin conducted a presentation for his team. Behavior: Took initiative Impact: Aligned the team on key milestones and helped the team be successful
“Alicia, thanks for stepping in and helping cover”	“Alicia, yesterday when you stepped up without being asked and covered the office phones/email it alleviated stress from me. I was able to focus on that project and get it submitted on time.” Situation: Alicia covered phones and email yesterday Behavior: Took initiative without being asked Impact: Allowed others to finalize a project and get it submitted on time.

KNOW THE CATEGORIES

Did you know that recognition is more than a formal or informal expression of gratitude?

There are 5 key categories of recognition. The categories include:

1	2	3	4	5
VERBAL	WRITTEN	PUBLIC	FORMAL	DEVELOPMENT
<ul style="list-style-type: none">• 1:1 or small group recognition	<ul style="list-style-type: none">• Thank you notes• Emails• Text messages	<ul style="list-style-type: none">• Company websites/newsletters• Bulletin boards	<ul style="list-style-type: none">• Company programs• Team programs	<ul style="list-style-type: none">• Stretch projects• Learning and Development programs

KNOW THE RIGHT STYLE

Did you know there are 6 recognition styles? Do you know your employee's recognition style?



[Self-Assessment: Identifying Your Recognition Style](#)

- 2 minute self-assessment that can be shared with employees
- Personalized and emailed mini profile report for participants
- Leadership insights on how to properly engage each unique individual

PUTTING IT ALL TOGETHER

Remember the journey to effective recognition feedback. What gets rewarded, gets repeated!

1. Identify the Style: Know your employee's recognition style
2. Select an Appropriate Recognition Category
3. Identify the Feedback Model: Use the right model to facilitate feedback
4. Facilitate the Conversation
5. Document the Feedback: Keep a log to remember key moments for performance reviews.
6. Share Success with Management: Keep your senior leaders informed of your employee's performance.