

# Recognition and Reward

Think of a time when you felt appreciated at work. Was it because someone went OUT OF THEIR WAY to give you examples of how WHAT YOU did MATTERED? Did you receive a bonus or special recognition? Maybe you felt valued because you saw how your job helped other people.

This is Rosa. Rosa is a care provider for a small healthcare agency. Rosa LOVES her job because she gets to HELP PEOPLE. Sometimes she works with people who have complex needs. She often gets positive feedback from her clients. Her supervisor knows how hard Rosa works and how tough her job can be... In fact, Rosa's supervisor has received emails, calls and letters telling her how much Rosa's clients value her help.

Rosa's supervisor would like to show Rosa their appreciation for her hard work and dedication to her clients.

She asks Rosa to meet her in her office and explains to her how valued she is by the company as well as her clients. She's taken some of the kind words that her clients have used to describe Rosa and had them framed for her. She gives this to Rosa, letting her know she can display it at work, or take it home. Rosa is grateful for the recognition and thanks her boss for acknowledging that she makes a difference.

It's important to remember that people like to be recognized in different ways. Recognition and reward is present in a workplace where there is APPROPRIATE acknowledgement and appreciation. People are recognized in a FAIR and TIMELY way.

As a supervisor, it's good to ask how THE PERSON would like to be recognized. Perhaps they are shy and don't like to be recognized publicly. Maybe they don't value money as a reward, or feel an award would be too much. Having criteria or explaining WHAT an employee did to win an award could help coworkers to understand how they too can be recognized. It doesn't mean that EVERYONE needs to be praised for EVERY action they take.

Most of us want to feel like WHAT WE DO MATTERS and is VALUED. Whether you are a supervisor or an employee, it's important to be sincere and consistent with feedback. If you see someone, whether it's a colleague, supervisor, or your own staff do something great; take the time to tell them. It can go a long way. There are many ways to recognize others, including:

- Having a team get-together for special milestones...either for work or a personal accomplishment
- Recognizing the PROCESS as well as the RESULT. Sometimes people put a lot of work into a project that may not be a huge success... it's important to recognize the hard work and time people invested.
- Start a peer recognition board where anyone, not just a supervisor, can share how someone did something extra
- Show kindness for a co-worker to make them feel special

Think of ONE way YOU can recognize one of your coworkers this week. How will you make this happen?

Recognition and Reward is one of 13 factors that support psychological health and safety in the workplace. Learn more at: [MentalHealthCommission.ca/NationalStandard](https://www.mentalhealthcommission.ca/NationalStandard)

For more resources for your workplace, check out [haveTHATtalk.ca](https://www.haveTHATtalk.ca)

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