

GIVING RECOGNITION

OVERVIEW

In today's cross-functional work environment, everyone, not just managers and supervisors, must learn to give recognition to peers and even to those outside the organization in order to create and sustain a productive workplace. People typically acknowledge only dramatic, visible accomplishments, but an environment where individuals also recognize small, everyday successes encourages risk taking and initiative. Positive reinforcement inspires people to think beyond their immediate well-being and to focus on the concerns of the group and of the organization as a whole. The organization in turn reaps huge dividends in motivation and performance.

In this unit, participants learn to acknowledge efforts and results in meaningful and appropriate ways. They discover that recognition is a powerful tool everyone can use to build better working relationships and to encourage others.

LEARNING OBJECTIVES

- Explain the impact of recognition on individual and organizational success, especially in cross-functional environments.
- Identify reasons why people are reluctant to give recognition.
- Identify behaviors that reinforce people's efforts to reach organizational goals and objectives.
- Use the Key Actions effectively to recognize people at all levels of the organization.
- Plan for effectively recognizing the efforts of others in order to sustain and encourage their performance.

KEY ACTIONS

- Identify an opportunity for giving recognition.
- Describe the behavior as immediately and as specifically as possible.
- State how this behavior made a difference to you and to the organization.

TYPICAL TIME INVESTMENT

Time commitment varies. Please discuss with your Partnership Development Manager.

Standard time investment without supplemental options: 2 hours 17minutes

