

3 Spires learning

3 Spires “Light” Learning Team Leader Toolkit - Employee Engagement



Managing Performance – Recognising Success

“Developing Tomorrows Leaders”

Managing Performance

“Recognising Success”

How To Use This Toolkit

Different team leaders are at different stages and this toolkit provides a basic guide from which team leaders can pick and choose topics they need support on.

Working successfully in teams does not necessarily come naturally to many of us; it is an acquired skill in need of guidance and support.

This toolkit provides practical hints and tips on areas such as team leadership, performance and communication.

It aims to aid managers when they are looking for practical ideas on how to address issues raised in everyday situations.

Each section covers the following areas:

1. Using this section
2. Practical hints and tips
3. Comments from top scoring managers
4. Questions for you

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Using This Section

As a manager/leader you are responsible for the motivation and morale of your team.

This section outlines a range of approaches to recognition for you to review and from which you can select.

There are many ways in which recognition can be delivered, both *formal* and *informal*. Recognition seeks mainly to influence your team's behaviour, although it can be used to increase performance.

Research has shown that recognition, when delivered at the right time and in the right way, will have a big impact on the individual or the team.

It will increase the employee engagement and make your job easier and more rewarding!

Practical Hints And Tips

Everyone wants to feel that their efforts, achievements, and overall contribution are recognised no matter where they sit in the organisation. Recognition can be both formal and informal. The different methods are listed later in this section.

The employee '*Employee Opinion Survey*' shows that our best managers treat their people as individuals and realise a round of applause in front of peers is great for some, but uncomfortable for others.

Essentially they know their people well enough to know what type of recognition activity will have the biggest impact.

Also, different people want to be appreciated for different things, often driven by their personal values. This strengthens the key principle of Employee Engagement, to manage people on an individual basis.

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Publicity

- Publicity can help, and the most common form is publicising achievements through notice boards, story boards, newsletters, presentations and word of mouth.

Informal/Instantaneous Recognition

- Informal recognition can start with a simple *"thank you!"*. It could be accompanied by a card or small gift.

"Praise them at team briefings - however it's important that you recognise what the individual responds to - don't embarrass them."

"Make it from the heart - a personal letter of thanks from a senior manager."

"Tell them when they are doing well and they are more accepting when you have to point out poor performance"

Questions For You:

1. Do you know which is the best form of recognition for each individual?
2. Looking back over the past three months how have you recognised people in your team?

Hint

- ***Recognise positive behaviour, reward results!***

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