

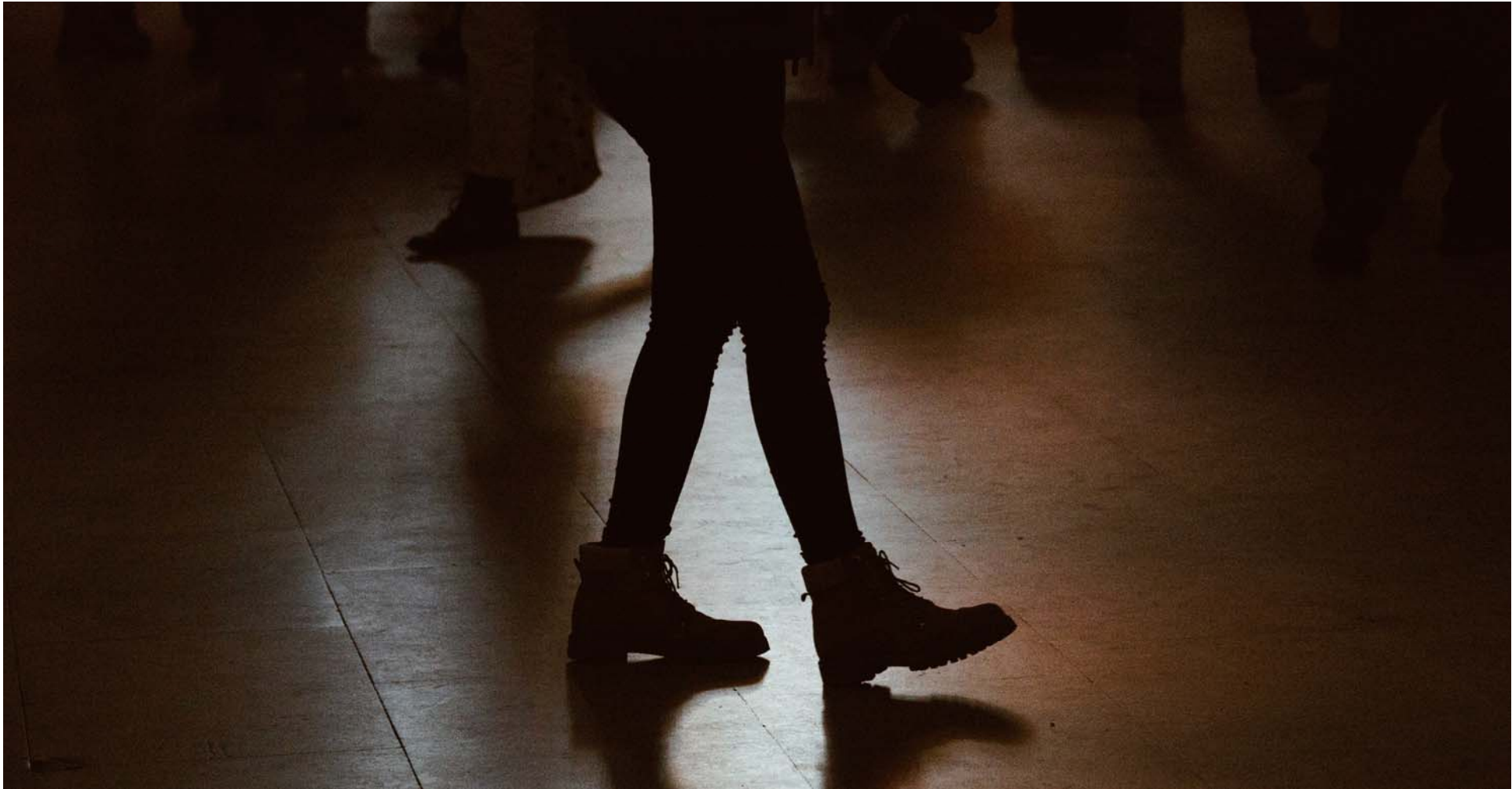


Encouraging Employees:
Why your current recognition programs might
not be enough

Denise Boudreau-Scott, MHA, LNHA

Best Organizations





You are Not Alone

“I am so tired of hearing aides complain they never get appreciated. We spend over \$500 a month on employee appreciation, I have literally every incentive you can name.”



A Foundation of Appreciation





Your Recognition Programs
Aren't Cutting It



Lead the Way for Appreciation



CULTURE describes “the way things **work** around here,” while ENGAGEMENT describes “how people **feel** about the way things work around here.”

Healthcare's Top 10 Personal Values

Value	%Votes
Honesty	43
Accountability	33%
Caring	32%
Commitment	30%
Respect	30%
Positive Attitude	29%
Humor/Fun	28%
Family	27%
Cooperation	24%
Trust	23%

Healthcare's Current Culture Values

Value	% Votes
Teamwork	26
Bureaucracy	23
Accountability	20
Continuous Improvement	20
Commitment	19
Confusion	18
Professionalism	18
Hierarchy	17
Results Orientation	16
Organizational Growth	16

Healthcare's Desired Values

Value	% Votes
Accountability	33
Teamwork	31
Continuous Improvement	29
Open Communication	26
Information Sharing	21
Commitment	20
Employee Recognition	20
Respect	19
Trust	19
Professionalism	18

Who

1. Manager 28%
2. CEO 24%
3. Manager's manager 12%
4. Customer 10%
5. Peers 9%

What

1. Public recognition
2. Private recognition
3. Receiving a high level of achievement through and evaluation or review
4. Promotion or increase in scope of work
5. Monetary award such as trip, prize or pay increase
6. Personal satisfaction and pride in work

The Feeling

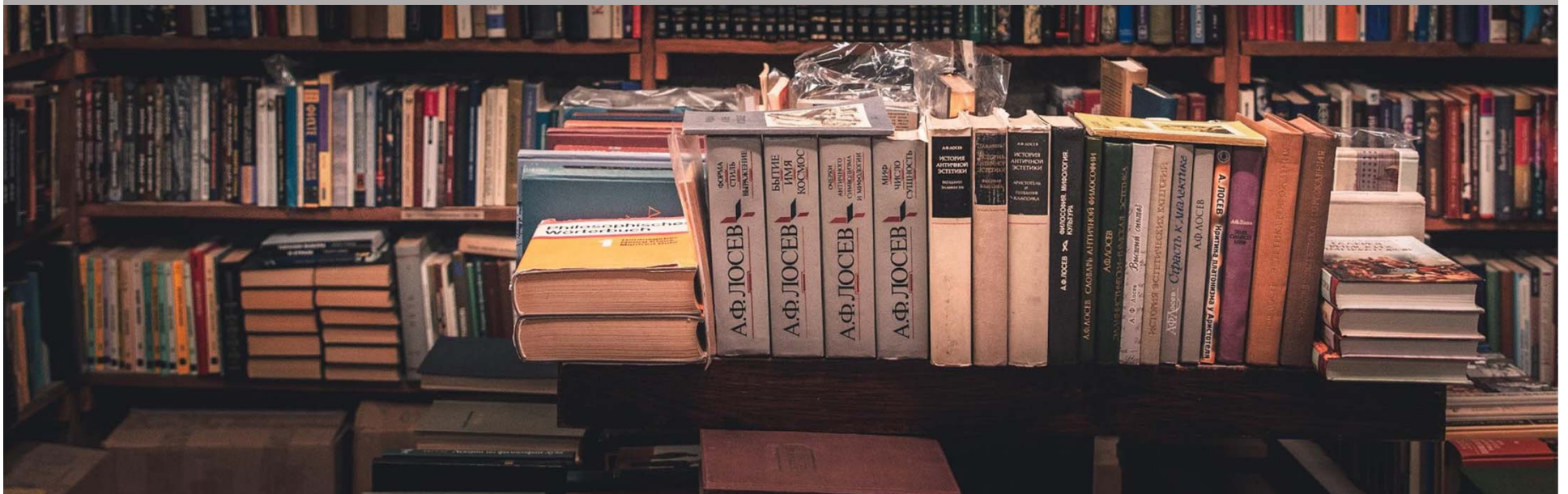








Words of Affirmation



What you Focus On Grows





Affirming Personality



How & When

Thanks!

From Unsplash



Quality Time



How they **FEEL**





Examples

1. A daily meeting with team members in a group.
2. A weekly meeting one-on-one.
3. Connecting people for projects.
4. Scheduled time to walk around.
5. After work events.
6. Coffee or a meal together.



Show Me!



BEST

A glowing neon sign spelling the word "BEST" in a stylized, outlined font. The sign is mounted on a dark wall and is illuminated from within, casting a soft glow. The letters are white and stand out against the dark background. The sign is mounted on a wall with some visible wiring and mounting hardware.



Gifts are Not It!



The image features two pink gift boxes with gold ribbons, positioned diagonally. The boxes are surrounded by a light-colored background scattered with small, dark, heart-shaped confetti. A horizontal gold banner is overlaid across the center of the image, containing the text "Individualized & Personalized" in white, sans-serif font.

Individualized & Personalized

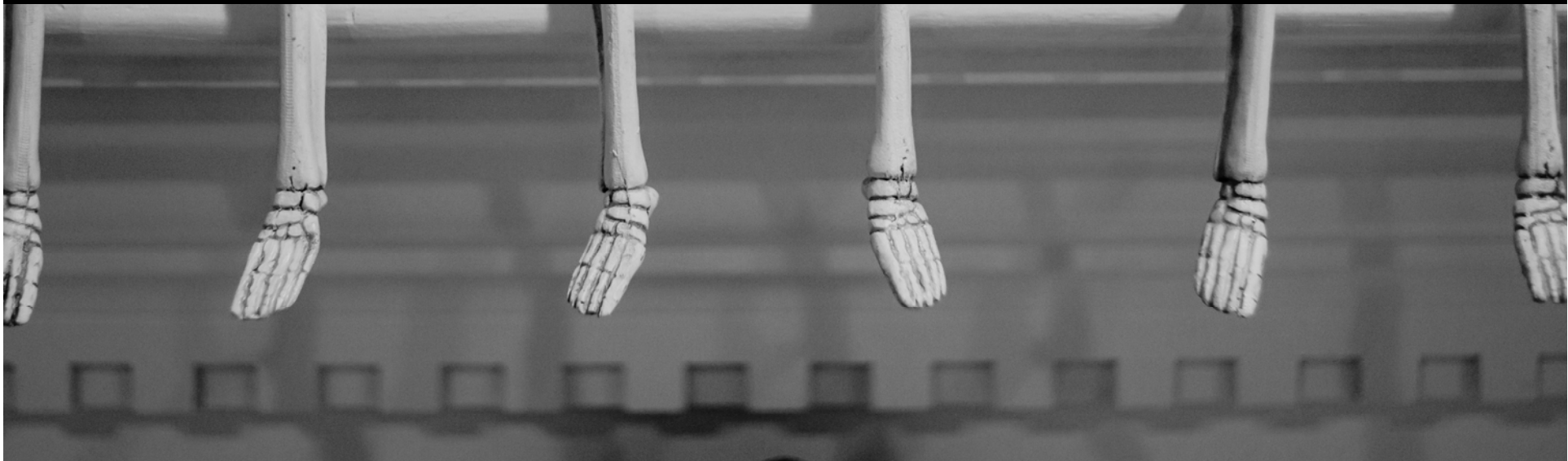


This is Not Vegan!





Avoiding Physical Touch



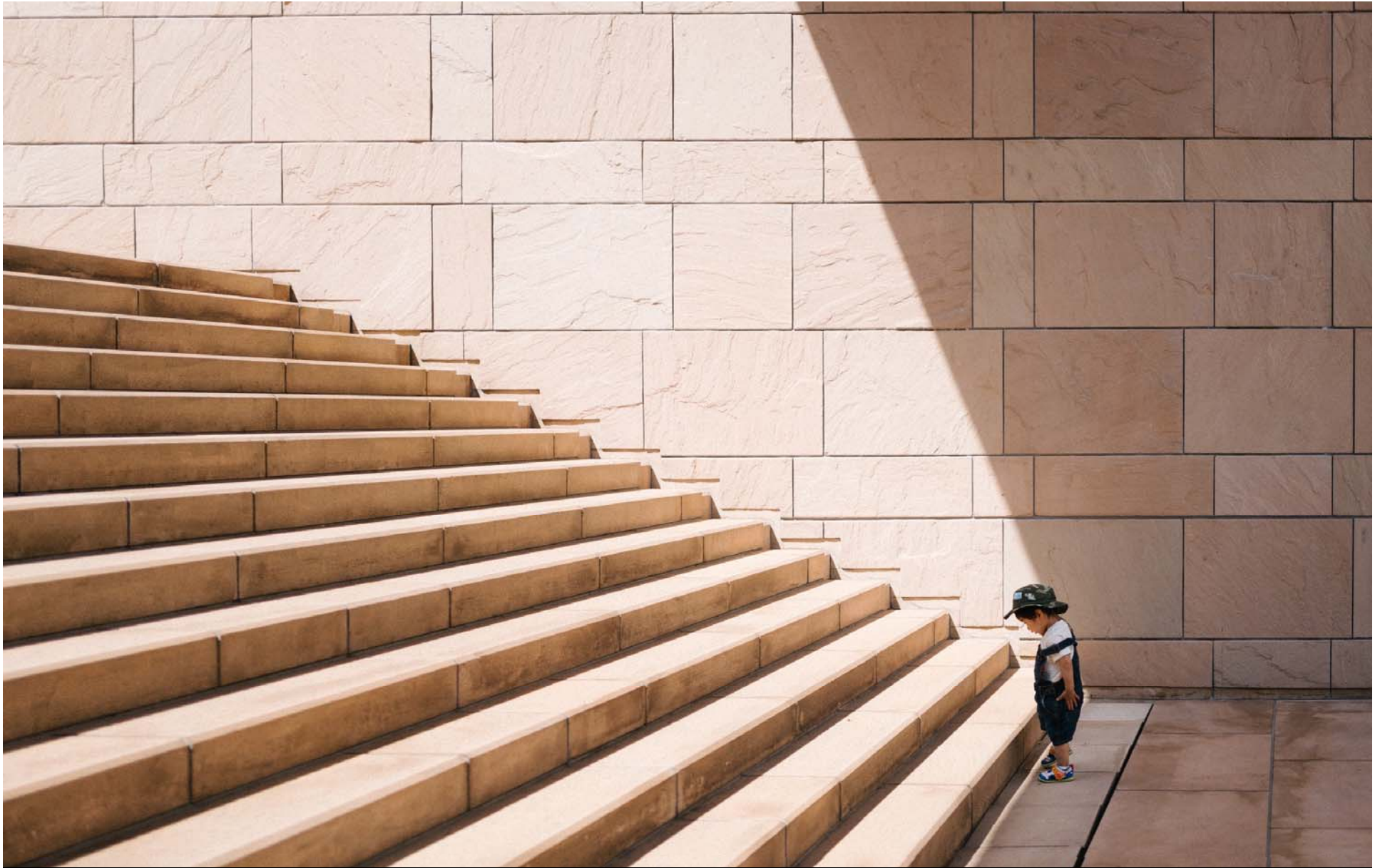
DANKE!
THANK YOU!
MERC I!
GRAZIE!
GRACIAS!
DANK JE WEL!

.....



The Languages

1. Words of Affirmation: 45%
2. Acts of Service: 20-25%
3. Quality Time: 20-25%
4. Gifts: 6%
5. Touch: You are on your own!



Where do you begin?



Progress Not Perfection!



