

RECOGNITION AT DET



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RECOGNITION AT DET

DID YOU KNOW?

Effective recognition of employees' achievements can **increase engagement and intent to stay** by up to 23% and 32% respectively.*



23%
increase in
ENGAGEMENT



32%
increase in
INTENT TO STAY

RECOGNITION CAN TAKE MANY FORMS



Words of appreciation

DET Values thank you card, an email from a senior leader, a morning tea



Public acknowledgment

Team meetings, divisional newsletters, on-the-floor debriefs, wall of fame



Development opportunities

Shadowing, a special assignment, setting up a mentoring relationship, a workshop or training session

*Source: Gartner analysis, The Corporate Executive Board Company, 2013

GREAT RECOGNITION INVOLVES THREE KEY STEPS

1

Say **thank you**

2

Describe the **behaviour or action**

3

Explain how it **added value**

TO CREATE A CULTURE OF RECOGNITION...



EMBEDDING A CULTURE OF RECOGNITION

How we behave and treat one another is just as important as the work we do.

RECOGNITION IS IMPORTANT

Recognition is the acknowledgment of an individual or team’s behaviour and effort that support DET Values and the Department’s strategic intent. It can be formal or informal.

Recognition sets standards for excellence, builds unity and drives performance. It helps us show respect and foster inclusion. Embedding a culture of recognition makes staff feel valued and has the potential to increase engagement and commitment to the Department.

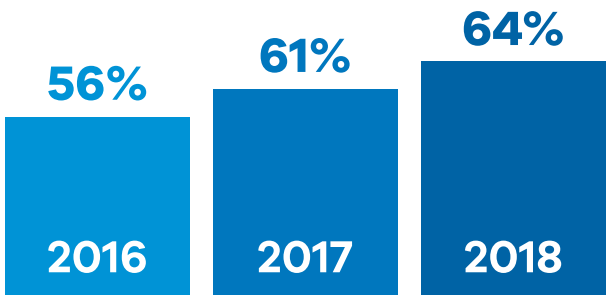
People Matter Survey results

People Matter Survey results show that efforts to recognise staff contributions are having an impact, but there is an opportunity to strengthen the Department’s approach to recognition.

Percentage agreement to the People Matter Survey statement



I receive adequate recognition for my contributions and accomplishments.



RECOGNISING EVERYDAY EFFORTS

Recognition-worthy effort happens every day. Examples include:

- an individual creatively solving a complex problem
- a team coming up with an innovative idea for more effective service delivery
- a team working together to finish a project on time despite resource constraints or accelerated timelines
- an individual volunteering to on-board a new team member
- a team reaching out and collaborating with another team on a common goal
- an individual being generous with time in support of others
- an individual meeting a stretch target or exceeding expectations.

EVERYONE HAS A PART TO PLAY

The Department

The Department sets the framework for a recognition culture through Investing in Our People Strategy initiatives such as the Employee Awards (the Department's formal recognition program), DET Values, manager capability development, leadership development, learning and development resources, the performance and development planning process and the respectful workplaces programs.

Senior leaders

Senior leaders are vital to promoting a recognition culture. They lead by example, acknowledging the behaviours and actions of managers and staff, and they take the time to celebrate achievement.

Managers

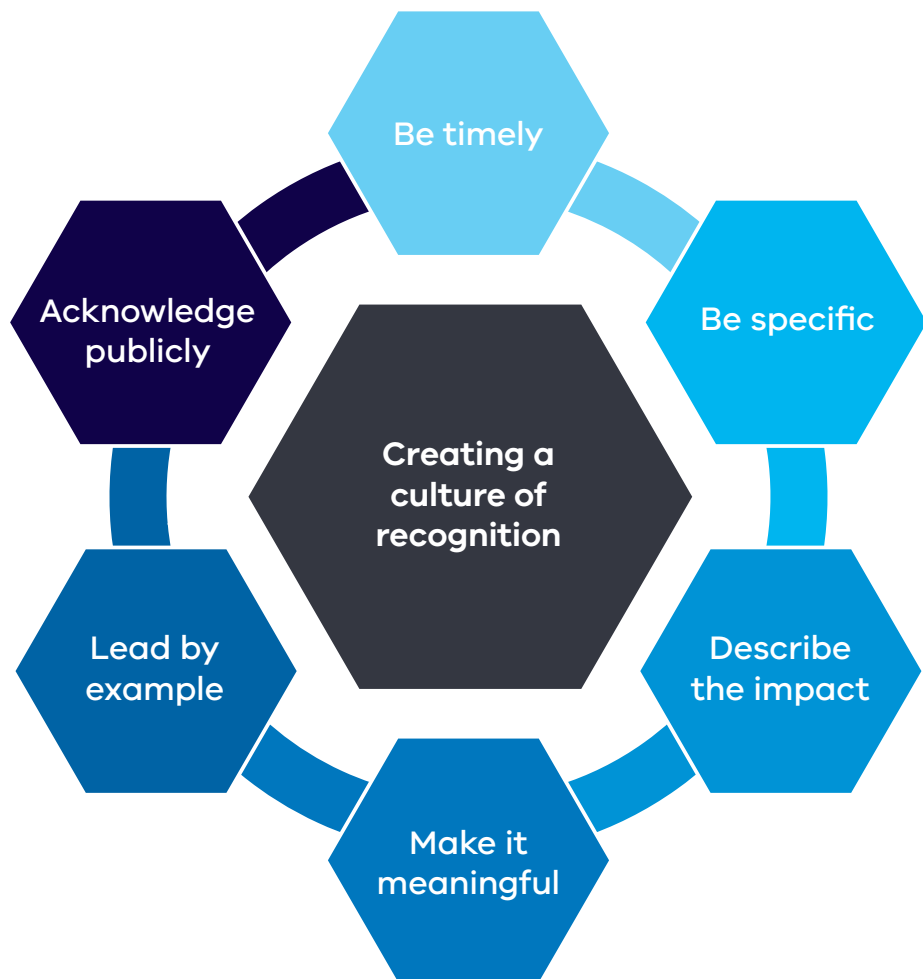
People managers are key to embedding a recognition culture. They know when their staff go 'above and beyond' and they reinforce values-aligned behaviours by providing timely, specific and sincere recognition.

Peers

All staff can lead by example to champion the work of their peers and recognise the contributions of others through a simple thank you or token of appreciation.

CREATING A CULTURE OF RECOGNITION

The 'how to' of recognition



Be timely

Give recognition close to when the behaviour or action occurs to clearly link the behaviour and the result. Where possible, give recognition in person.

Be specific

Describe the reason for the recognition in specific terms. This helps staff understand the behaviours that are valued and, if the recognition was public, sets the standard for others.

Describe the impact

Explain how the particular action or behaviour helped you, the team or the Department and the benefits gained. Describe how the contribution supported DET Values and the Department's strategic intent. Keep recognition positive and sincere.

Make it meaningful

Recognition may take many forms and should be widespread, but given when deserved. Ensure the recognition is meaningful, relevant to the behaviour demonstrated and tailored to what motivates the individual or team receiving it.

Lead by example

The best way to build momentum is to lead by example and embrace recognition. Leaders might do this by giving recognition in their own meetings and encouraging their team to cascade the practice in a way that is fair and inclusive. Staff at all levels can show leadership by giving recognition to others.

Acknowledge publicly

To create a recognition culture that drives performance, employees should see others recognised. Recognition sets an example for others and reminds them that they too should give recognition. Keep in mind the employee receiving recognition and acknowledge in a way that they are comfortable with.

THREE STEPS TO RECOGNITION

1

Say **thank you** and show appreciation.

2

Describe what the individual or team did – the **actions** they took or **behaviour** they demonstrated.

3

Describe how it **added value** to you, the team or the Department.

Thank you for volunteering to complete that briefing for your colleague who was away sick last week. We both really appreciate it. Your work on it helped the whole team out and meant the division was able to deliver on our commitment. You also suggested new ideas that made the final result even better.

RECOGNITION TAKES MANY FORMS

A range of suitable activities that staff might value – words of appreciation, public acknowledgement, on-the-job development and more – can be used to offer recognition and build engagement.

A tool kit with resources that can be used to implement the following examples is available on HRWeb – search HRWeb for 'recognition'.



Words of appreciation

- Say thank you in person.
- Place a thank you note on a team member's desk.
- Give a DET Values thank you card or send an eThank You Card.
- Write an email or letter of appreciation (or have a senior executive write one) for a great effort.
- Create a certificate of appreciation.
- Arrange a team-building activity, such as a shared morning tea or team lunch.



Public acknowledgement

- Recognise the contribution during a team meeting – even add a standing agenda item to celebrate successes.
- In meetings, publicly acknowledge those who have devised creative solutions to problems.
- Champion the work of others in meetings.
- Call out teams and individuals for their contributions at on-the-floor briefings.
- Publish a ‘kudos’ column in the regular newsletter, and ask for nominations throughout the division or region.
- Create an online recognition board and encourage others to post messages of appreciation.
- Create a ‘Wall of Fame’.
- Establish a ‘Behind the Scenes’ award specifically for those whose actions are not usually in the limelight.
- Nominate a team or individual for the Department’s annual Employee Awards (search the intranet for ‘Employee Awards’).



Development opportunities

- Ask the team member to share their achievement with the team or teach others.
- Establish a mentor relationship with a senior executive.
- Give an on-the-job special assignment for showing initiative.
- Provide an opportunity to represent the team at a meeting or event.
- Provide the opportunity to manage or be involved in a new project.
- Create a cross-functional team or task force.
- Nominate team member for a seminar, workshop or training.

