



WELCOME TO
THE 2019 FRPA
CONFERENCE!



Leading The Way”

Creating Positive Culture

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LEARNING OBJECTIVES

- Understand why employee recognition is imperative to creating a successful business
- Discuss ways to keep your employees engaged in your business and low- or no-cost perks
- Define at least 25 easy and memorable ways to say “thank you” to your team



Welcome

- Thanks for having me. . .again!
- Tell me about you
- Today's agenda
 - Understanding “Employee Recognition”
 - Recognition & Engagement Ideas



What is “Employee Recognition”

THANKS

FOR

BEING
AWESOME



Employee *recognition:*

the acknowledgement of
an individual or team's
behavior, effort or
accomplishments that support
the organizations
goals & values



Recognition v Engagement

- Recognition drives the organizations goals and values forward
- Engagement is the emotional commitment the employee has to the organization and it's goals
- Recognition boosts engagement!
 - Increases productivity
 - Increases loyalty
 - Leads to higher retention



Why Does Engagement Matter?

21%

24-59%

\$450 to

\$550B

10%

40%

20%

41%



Survey Says. . .

- Generally, team members want
 - Meaningful work
 - Development and growth opportunities
 - Autonomy
 - Fair pay
- The best way to find out what your team wants. . . .

Ask Them!



Survey Says. . .

- 2017 study by the Temken Group
 - Customer service leaders have more engaged employees
 - Better performing companies have more engaged employees
 - Highly engaged employees are more productive
- 2012 study by The Forum links employee engagement and customer spending
 - 10% increase in employee effort = 22.7% in customer spending
 - Link still existed when the employee had no customer contact!



Employee Engagement

- Start with a solid onboarding plan
- Help employees grow through meaningful employee development programs
- Give employees a sense of purpose
- Create mentorship & coaching opportunities
- Improve the working environment
- Create an effective VoE program



Formal Recognition

- Recognition of accomplishments
 - Milestones
 - Length of Service
 - Personal Accomplishments
 - Team Accomplishments
- Recognition of performance
 - Employee of the Month / Quarter / Year
 - Team of the Year
 - Artistry
 - Service-specific
 - ABCD



Guest
Whisperer

It's 5 o'clock
Somewhere

**Best Mom
Voice**

Have a litte fun!

Consider It
Done Award

Duct Tape Award

Cleanest /
Messiest
Locker

**The
Houdini
Award**

Rock Star
Rookie



Effective
recognition
should be sincere
and heartfelt



Informal Recognition



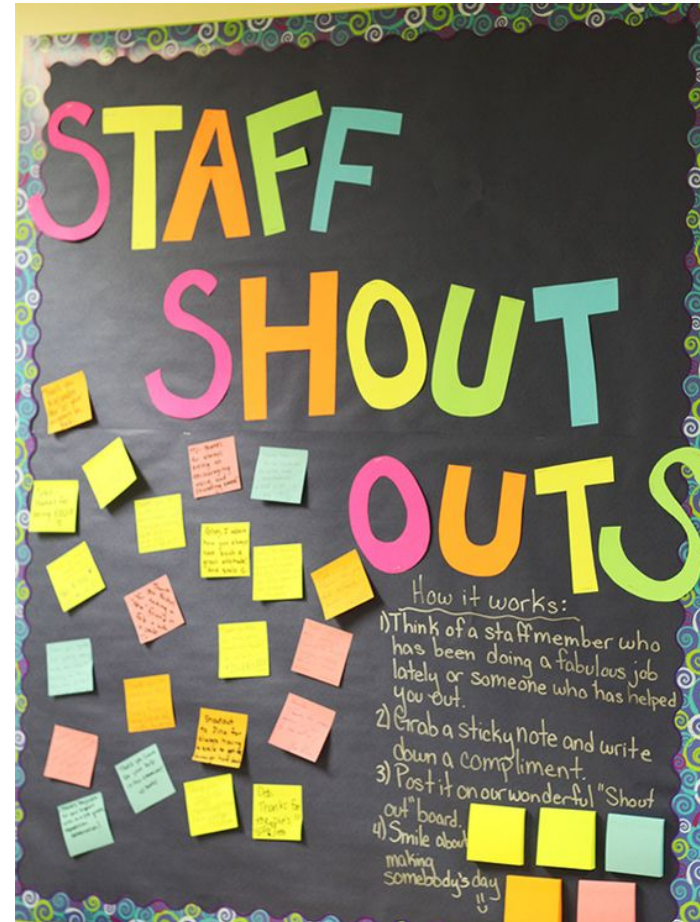
Peer-to-Peer Recognition

- Recognition from a supervisor to a subordinate is a one-off transaction
- Peer-to-Peer recognition
 - Motivates
 - Creates a culture of support
 - Reinforces collaboration
 - Is authentic
 - Is scalable
 - Is immediate



Peer-to-Peer Recognition

- Roses for Rock Stars
- Cheers for Peers
- Kudos Cards
- Kindness Confetti



Employee Recognition Ideas

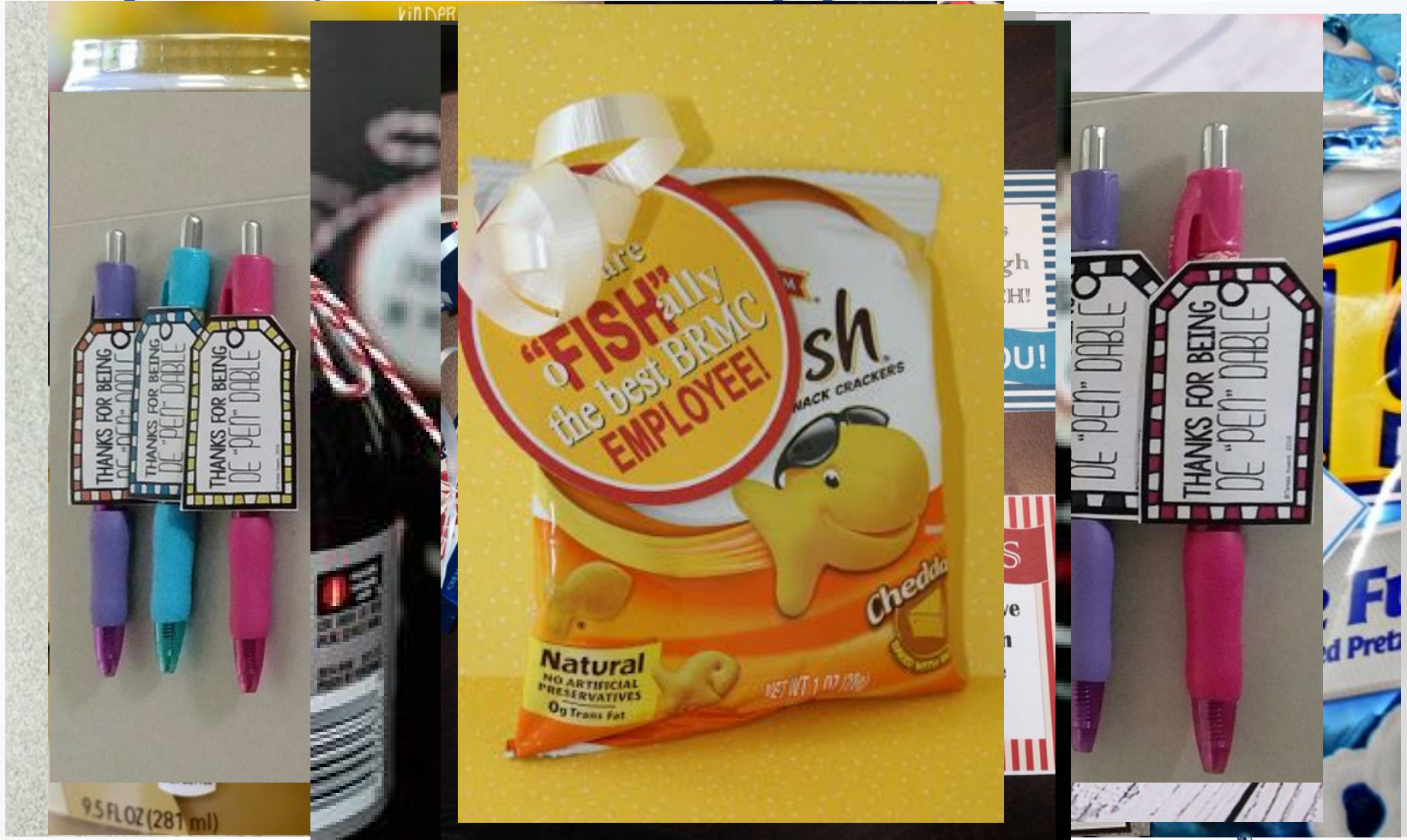


Employee Recognition Ideas

- Servant Leadership Cookoff or Car Wash
- Spot of Coffee Bonus
- Morning Bagels & Donuts
- Show and Tell
- Handwritten Notes
- Big Boss's Office for the Day
- Massage Monday



Employee Recognition Ideas



What Great Ideas Do You Have?



!!! IMPORTANT !!!

Without a clear link to
performance standards,
managers can end up

recognizing team members

just for doing their jobs





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