



## MANAGER RESOURCES

### Personalizing Recognition: Determine What Matters

Team members want to be recognized for the things that their manager or team members don't always see. Use these strategies to help you understand what matters most to your team members and make your recognition more meaningful.

#### Four Steps to Meaningful Recognition

1. Encourage co-workers to share recent work accomplishments they're proud of.
2. Ask questions to uncover the effort and challenges behind their achievements.
3. Acknowledge and amplify their accomplishments by reflecting back what you heard.
4. Remember the things that matter to your co-workers so you can use them in the future.

#### 1:1 Conversation Starters

Ask your team members these questions during 1:1 meetings:

- What is the best recognition you have ever received?
- What do you want to receive recognition for?
- What type of recognition do you prefer? Are you comfortable with public recognition in a team meeting?
- From whom would you like to receive recognition?
- What makes you feel valued by me, the team, and the organization?
- How can we build a culture that encourages and values recognition and praise as a team?

#### Develop Recognition Rituals

- Create simple, consistent ways to build recognition into your team's daily or weekly rhythm.
- Ask your team to share their small victories of the week. This helps them reflect on their progress and celebrate together.
- Start daily huddles or team meetings with team member shoutouts for their contributions. This fosters a sense of appreciation and connection.
- After completing a project, take time to reflect on what was achieved, what was learned, and what team members are proud of. This helps acknowledge efforts and maintain motivation.
- Work with your team to align praise and recognition with institutional values. This connects recognition to a broader purpose and culture.

**REMEMBER, WHAT GETS RECOGNIZED GETS REPEATED**