

TAKE CARE OF EMPLOYEES

Best Practices

>> *for the automotive industry*

Employee Recognition

It's critical that employees feel appreciated and valued for the hard work that they perform. It's important to recognize employees who go beyond their typical job expectations so they not only remain committed and engaged to their job but also to their organization as well. Employees who feel appreciated are more likely to go beyond standard expectations and job requirements, be more productive, and are more likely to stay with the organization.

What is employee recognition?

It's the employer's acknowledgement of an individual or team's behavior, effort, and accomplishments that support the organization's goals and values. Recognition is not a one-size fits all process. Thought and consideration needs to be given to how individuals like to receive recognition and what would be appreciated by the person being recognized.

Recognizing an individual's contribution does not need to cost money, it can be delivered in a matter of minutes, but most importantly, it can have a lasting impact on the person receiving it.

Why is employee recognition important?

- It helps build a collaborative and supportive work culture.
- Employees feel more loyalty towards their employer.
- Employees feel they have more ownership over their work.
- Employees feel valued and appreciated for the work they do.
- It can improve morale and improve retention.
- It can increase productivity.

Employee recognition should be a commonplace practice within organizations. To be effective, the recognition should be authentic and heartfelt; it should not feel like the person delivering the recognition is doing so out of obligation. Additionally, acknowledgement of an employee's achievement must be timely for it to be effective.

There are endless ways to deliver employee recognition. Again, managers need to tailor their approach for each individual to ensure that the recognition aligns with the interest of the employee being rewarded. Finally, the recognition process must be designed to correspond with the needs of the workplace culture as not all ideas will suit all workplaces.

Recognition ideas for managers:

- An informal thank you note or email or an in person exchange with a manager thanking an employee for a job well done. The key is to be clear on what you're appreciative of and how it helps support the organization's goals and/or values.
- Sharing positive comments you've received from other staff with the employee.
- Create a recognition board where an 'Employee of the Month' or positive comments from clients can be posted.
- Recognize an individual at a staff meeting with their peers present. This can be rewarding for the person and inspirational to their colleagues.

- Ask an employee to represent you at a meeting which will show them you have confidence and trust in their abilities.
- Bring in food for your team at the conclusion of a successful project or after a major sale has been completed.
- Say a simple “hello” and “good-bye” to your employees each day. Doing this simple check in can open the lines of communication and can set the tone for the rest of the day.

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People work for money but go the extra mile for recognition, praise and rewards.

Dale Carnegie

Happy Holiday Planning!

'Tis the season for annual holiday lunches, dinners and get togethers either at the worksite or outside of the workplace. What do we do? Who do we invite? Daytime or nighttime? What's our budget? Do we allow alcohol? These tips will ensure you have a festive gathering with your team while also being prudent and responsible.

Twelve Holiday Party DOs

1. Involve your employees in as much of the event planning as possible.
2. Consider booking the party before the busy holiday season and/or in the "off season" so that employees are not faced with conflicts. Remember to communicate the date as soon as possible even if you have to confirm the venue, time, and other details later.
3. Find a venue that can accommodate your employees and their guests comfortably and is in a central location that is accessible for employees, especially those that need assistance.
4. Ensure the venue is open long enough so that the party does not need to relocate to another location for any "after-parties".
5. Ensure there is a well lit parking lot and that the venue is accessible by public transit, taxi, and other forms of transportation. Best practice: Set up a corporate Uber account and/or provide taxi chits upon arrival or ahead of time and/or arrange to have expense forms sent out ahead of time with a reminder afterwards so employees can expense their rides home.
6. Ensure the venue has the ability to accommodate a variety of dietary requirements and/or restrictions.
7. If possible canvas employees ahead of time for food allergies, intolerances and/or other dietary restrictions or preferences. If you are going the buffet route, select a variety of food that will be able to accommodate all types of preferences.
8. Ensure that there are early and late night snacks (depending on how long you expect the party to go).
9. Select a venue that has staff serving alcohol who are trained and certified to do so.
10. Provide drink tickets (including non-alcoholic drinks) to employees (common practice is two (2) per person) and have a variety of non-alcoholic beverages available.
11. A few days prior to the holiday party have a company leader and/or HR send a reminder email to the employees outlining the details of the event, with reminders about social media policies, appropriate behavior (this is a company event!) and safe transportation.
12. If you don't want your team members, employees, and/or colleagues to embarrass themselves, simply lead by example.