

## Clerk of Superior Court Recognition and Engagement Workgroup

# Supervisor Guide

Activities and Ideas to Recognize  
Employees and Encourage Engagement.

### Employee Recognition

#### Different Ways to say “Thank-You”:

- ◇ Handwritten Thank You Note
- ◇ Thank you email
- ◇ Send a “Thank You” message to the Record Times.
- ◇ Nominate deserving employees for departmental awards.
- ◇ Go to the employee’s work space, look-’em-in-the-eye-and-say “thank you,” for a specific achievement.
- ◇ **Call an employee to your office to thank them.** Most employees assume that something is wrong when they are called to a supervisor’s office, they will be especially pleased to receive your honest gratitude for a job well done.

**Plan a surprise achievement celebration for an employee or a team of employees.** Even if you just provide the fixings for ice cream sundaes, popcorn bar, or something similar, the employees you recognize will be delighted that their work was noticed and appreciated.

**Pass on the praise:** If you hear a positive remark about a person, repeat it to that person as soon as possible. If you recognize or are aware of an achievement, consider sending an email and copy the manager . This is an especially powerful way to help employees feel appreciated.

**The Last Time?** Make a list of all your direct reports. Then go through your list and identify the last time you gave recognition to each person, and for what. You should remember your last praising of most of the people on the list. If not, you’re probably not doing it enough!



Bravo!  
Well Done!  
Great Job!  
Thank you!

“A good leader  
inspires people  
to have  
confidence in  
the leader. A  
great leader  
inspires people  
to have  
confidence in  
themselves.”

~~Eleanor  
Roosevelt



## More Recognition Ideas

**Staff Shout-Out Board:** Use a bulletin board or whiteboard and encourage employees to recognize each other with messages.

**Catch employees doing things right!** Walk around, greet employees, and catch them doing things right!!

**Annual Recognition Luncheon:** Consider having individualized awards for each employee, “Rookie of the Year”, “Fire Extinguisher Award” (resolving problems), etc.

**Follow the Platinum Rule!** Recognize others the way they want to be recognized. Don’t assume that others appreciate the same forms of praise that you do. Successful recognition is in the eye of the receiver, not the giver. When bringing a new employee into your department, ask them “When you do a good job, how do you like to be recognized?” You’ll not only learn what motivates people, but you’ll also begin establishing an expectation that team members will do a good job!

“People will forget what you said, People will forget what you did, but people will never forget how you made them feel.”  
Maya Angelo

## Employee Engagement

**Have Fun at Work, Team Building Activities:** Plan fun games or activities during lunch hours. Ask employees to help plan the activities to encourage engagement. For example, create a photo project with staff baby photos and have a contest to see who can guess the most, or use Smart or whiteboards for daily/weekly trivia, guessing games, positive notes.

**Remember birthdays:** Consider a monthly luncheon, personal greeting cards, small gift or treat, team email, bulletin board, decorate their cubicle, etc. It is important to know your employees’ preferences as some may not want to be recognized publicly.

**Co-worker Buddy:** Pair up a new employee with an experienced employee that can be supportive and have a positive influence.

**Supervisor Buddy:** If you are a manager, pair up a new supervisor with an experienced supervisor within your area or possibly in another department. This person can be a contact for support and sharing ideas.

**Veteran Staff Meet with New Staff:** Arrange an informal meeting with veteran employees that serve as positive role models. Have them meet with new employees to encourage them through the training process and to share how they made it through challenges. They can also highlight the good things about working for the Clerk’s Office.

**Celebration Calendar** Post a calendar in your office to track and celebrate employees’ employment anniversaries. Recognize these milestone dates in some way. Know your employees’ preferences and if they are okay with public recognition.

