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!



"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 will 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.

More Engagement Ideas

Set up a Suggestion Program.

This can be as simple as setting up a suggestion box. Employees who feel that their opinions and ideas are taken seriously are more likely to be engaged.



Help them Grow! Express interest in your employees' professional development. Work with people to develop their talents and enhance their skills. When you put time, energy, and resources into others' development, you not only recognize their potential, but you also "set them up" for future successes.

Scheduled Check-In's: Have a brief check-in scheduled with direct reports on a regular basis (bi-weekly, monthly, etc.). Ask the employee how they are doing, things that are going well at work, things that are a concern. If the employee is open to sharing, ask how they are doing personally, get to know more about their family, significant other, hobbies, etc. These topics will help with a personal connection.

Small Group Discussions: Ask for input and suggestions, follow-up and report back. Employees feel more engaged when they are part of solutions and improvements.

Ride Along: Coordinate an employee to buddy up with an employee from another department to learn what they do. Understanding more about other departments helps keep employees engaged and increases opportunities for collaboration.

Clubs: Organize a book or craft club during the lunch hour. Consider a book exchange area in your department.

Meeting Invite: Include an employee in a "special meeting" that they would not normally attend.

Hone your communication skills: Refer to employees by their first name. Remember, even non-verbal communication can provide encouragement and recognition. Smile, make eye contact when speaking and listening, etc.

Lend an Ear! Listen actively and carefully to their thoughts. Listening is one of the most underutilized engagement activities in the world. (And one of the most underdeveloped skills!) But it can have a big impact. Listening to employees sends the message that you care and that they are important.

Be Accessible! Make time for the people you work with- especially those that work for you. The more attention you pay, the more important they'll feel.

Focus on Strengths: Do this more than you focus on individual weaknesses. Use the "80/20 Rule": spend 80% of your time reinforcing what's going right and only 20% of your time trying to fix what's wrong. The fact is, most of the time things do go right. And the attention you pay ought to reflect that.

Feed the Troops: Everyone loves to eat and appreciates occasional treats! Pizza, Bagels, Donuts, Ice Cream, popcorn, popsicles, and many other options can help the team feel appreciated.