



Celebrate Success

Using Meaningful Recognition to Inspire Performance

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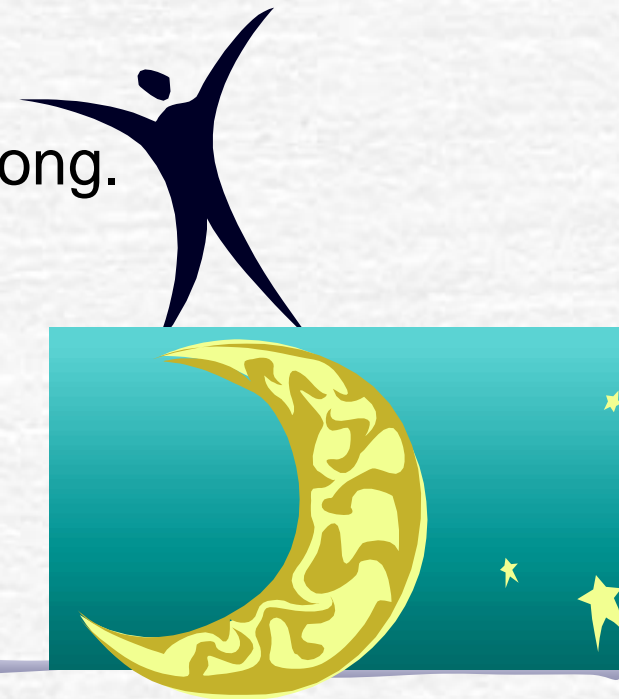
Objectives

- Benefits of a positive work environment
- Outline the Appreciative Inquiry approach
- List elements of meaningful recognition
- Celebrate what's right with the world



Celebrate What's Right With The World.

- Believe it and you'll see it.
- Recognize abundance.
- Look for possibilities.
- Unleash your energy to fix what's wrong.
- Ride the changes.
- Take yourself to your edge.
- Be your best for the world.



Positive Environment & Business Results

The Gallup Organization wanted to know

"Does a positive work environment make a difference in business results?"

So, they asked

- 105,000 Employees
- 2500 Business Units in 24 Companies
- 12 Industries, including healthcare

YES!



Positive Environment & Business Results

Twelve statements linked to business outcomes:

- Profitability
- Productivity
- Customer Satisfaction
- Employee Retention

Direct supervisor is key



Positive Environment and Business Results

1. know what is expected of me
2. I have the equipment and materials to do my job right
3. I have the opportunity to do what I do best everyday
4. I have received recognition/praise in the last 7 days
5. Someone at work cares about me as a person
6. My supervisor, or someone else encourages my development

Source: First, Break All The Rules, M. Buckingham

Positive Environment and Business Results

7. At work, my opinions seem to count
8. My organization's mission and purpose makes me feel important
9. My coworkers are committed to quality
10. I have a best friend at work
11. Someone talked with me about my progress in the last 6 months
12. This last year, I've had opportunities to learn and grow.

Source: First, Break All The Rules, M. Buckingham

The Power of Recognition

Give positive feedback ASAP for best results.

- As soon
- As sincere
- As specific
- As personal
- As positive
- As proactively as you can.

Source: [1001 Rewards & Recognition Handbook, Nelson](#)



The Power of Recognition

Four Steps to Fabulous Feedback

- I saw what you did
- I appreciate it.
- Here's why it's important
- Here's how I feel about it.

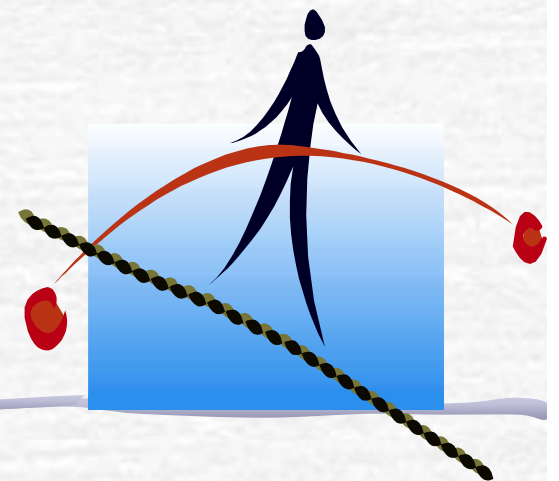
Source: [1001 Rewards & Recognition Handbook, Nelson](#)



Appreciative Inquiry

- *Ap-pre"ci-ate, v., 1. To value. 2. To increase in value*
- *In-quire, v., 1. To explore and discover. 2. To ask questions;*

Using Positive Questions to Discover the Best in a Situation.



Appreciative Inquiry

Fundamental Assumptions of Appreciative Inquiry

- In every situation, more things are working than are not.
- What we focus on becomes our reality.
- Positive images lead to positive action. .
- The act of asking questions influences the situation.
- The language we use creates our reality.

Hardwiring for Recognition

Rounding:

- **What's working well?**
- **Who can I thank today?**
- **Do you have the tools/supplies you need?**
- **How can we improve the way we work?**

☛ **Source: Quint Studer, Hardwiring Excellence**

Hardwiring for Recognition

Employee Thank You Notes

- Handwritten, mailed to home
- For outstanding work
- Rare event

Source: Quint Studer, Hardwiring Excellence

Hardwiring for Recognition

Performance Planning Meetings

- Focus on high performer
- Frequent, at least quarterly
- Affirm past success
- Plan future success

Source: Quint Studer, Hardwiring Excellence

Performance Planning Meetings

Focus on the past

1. What have you achieved?
2. What discoveries have you made?
3. What partnerships have you built?

Source: First, Break All the Rules, Buckingham



Performance Planning Meetings

Focus on the future

- **What are your goals in the next 3 months?**
- **What will you learn?**
- **What partnerships will you build?**

Source: *First, Break All the Rules*, Buckingham
Catalyst Consulting, Inc. 2004



Appreciative Inquiry

Use positive questions to pull apart success

Overview questions:

- **Situation:** What was happening? Who was involved?
- **Actions:** What did you do?
- **Results:** What were the outcomes of your efforts?

Appreciative Inquiry

Use positive questions to pull apart success

Drill down questions

- **What was easy for you to do?**
- **What part gave you the most pleasure?**
- **What did you learn about yourself?**
- **What would you do differently next time?**

Resources

- First, Break All the Rules, Marcus Buckingham
- The Thin Book of Appreciative Inquiry, Sue Annis Hammond
- Encyclopedia of Positive Questions: Using AI to Bring Out the Best in Your Organization – Diana Whitney
- Hardwiring Excellence, Quint Studer

- Video: Celebrate What's Right With The World, Dewitt Jones,
www.starthrower.com

Resources

- For more information:
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