Tips to Consider when Reviewing an Award

Approving the appropriate level of recognition in the STAR program is important to enhance engagement. The following document outlines important information to know, and tips to consider when approving and/or declining an award.

Did You Know?

- When recognition is strong it can have a very positive impact on a team’s trust, communication and engagement, but when recognition is weak, it can be equally as damaging to a team’s trust, communication and engagement.
- Awarding an employee for doing their job can decrease productivity between 6-8% and can create an environment of distrust. If it is describing their Major Job Responsivities’, it is an eCard!
- A well-written thank you note can be more powerful than a poorly executed award.
- Presentation is key: It is not about the gift item, it is how we make the honoree feel that is important!
- If an employee is receiving an award outside the STAR Program (example: Home Run Service Award, Daisy Award, Saha Award, Nursing etc.), an eCard is the best use of the system to celebrate their accomplishments. These individuals have received the benefit of the award and by awarding points; it creates an inequity between the winners.
- Send an eCard when an individual picks up shifts, covers breaks, and stays over.
- Department specific awards such as employee of the month, perfect attendance or a department created awards should be eCards unless they have gone through the process of becoming an UK approved award with award number.
- Research shows managers cannot encourage an employee to do their basic job by recognizing minimum expectations. If an employee is not fulfilling their responsibilities, it should be addressed through the appropriate corrective action steps.

Tips to Consider when managers are Approving an Award:

- Identify specific behaviors for recognition.
  - Request more information with vague explanations: one sentence explanations, or statements such as “always goes above and beyond”, “always a team player” etc.
- Recognize when the employees actions go beyond normal expectations.
  - Determine if the employee’s actions are within the positions MJR’s. Do the employee’s actions go above and beyond the roles expectations.
- Determine if the employee was recently recognized for the same situation/similar reason.
  - There is not a strong return on investment when repeating recognition. It does not have a stronger impact on the employee.
- Research to find out if the employee has performance issues (e.g. Performance Improvement Plan).
  - Recognizing employees who have performance issues can send mixed messages.
- Encourage appropriate use of the system.
  - Managers can help guide users to understand right size recognition. There are four sizes of recognition within the STAR Program (e.g. eCards, bronze, silver and gold level awards).
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**Tips to Consider when managers are Declining an Award:**

- Contact the nominator if there is not enough detailed information in the submitted statement to make an award level decision.
  - Nominators often leave out specific details when submitting a nomination because they do not know how those important examples will affect the award level.
  - Approving a vague recognition event can set a poor example on the 'Wall of Fame'/
- Have an informative conversation with the nominator about why the award is being declined or changed before you decline the award/s (Note: The final approver has the ability to lower the award level to a lesser award and approve).
  - This helps the nominator understand why the award was declined and gives that individual an opportunity to provide more information. We are all learning what true recognition is.
- Encourage the nominator to send an eCard instead.
  - Sometimes an ecard is the best way to say thank you for an action or behavior that is part of their daily job functions.

**Examples of Ecard vs. Awards:**

**Use an eCard when:**
- stays late/picks up a shift
- does something they didn’t have to
- inspires you
- makes you smile
- makes a patient smile
- sticks up for what’s right
- lives the DIReCT values
- helps other employees w/o being asked
- has your back
- cleans the microwave, breakroom etc.
- accomplishes something personally/profession
- Birthday or anniversary
- brings out the best in you
- receives an award outside STAR Program

**Use a nomination when:**
- saves the day for a customer
- saves a patient’s life or prevents harm
- strengthens a professional relationship
- brings out the best in their team
- Does more then asked on a project
- streamlines a process
- identifies and leads an initiative
- thinks outside the box
- puts company goals first
- proactively tackles a challenge
- leads a great effort
- grows a new product or service
- anticipates a problem and takes the steps to mitigate it

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