67 ways to say “thank you”

Great job! • Nice work! • Way to go! • I applaud you.
I couldn’t have done it without you. • **You’re the best!**

**WOW!** • You’re fantastic! • You rock!
You’re on top of things! • I’m truly grateful! • Super job!
**You’re a winner!** • You’re a joy to work with. • **I’m impressed!**

Sensational! • No one holds a candle to you.
**Bravo!** • **Great work!** • You are spectacular! • Hip! Hip! Hooray!
You are incredible! • **Well done!** • **YOU ARE TERRIFIC!**
Excellent! • A+ Job! • Hurray for you! • You are a team player!
**You make me look good!** • High five! • I’m proud of you!
You are fun to work with! • That’s a great idea!

**YOU ARE DOING A SUPER JOB!** • Kudos!
You’re a great example for others! • You’re super!

The time you put in really shows!
**YOU ARE UNSTOPPABLE!** • I appreciate your work.
I appreciate you. • **SUPERB!** • Phenomenal!
**I enjoy working with you!** • You’re on target.

**Your contribution is important.** • **Outstanding!**

Congratulations! • Remarkable job!
You are so creative. • **Right on!** • A-OK! • **You’re a treasure!**

**Awesome!** • You made my day! • **DYNAMITE!**
You are truly appreciated. • **Good job!** • You’re a real trooper!
Fantastic! • You make my job so much easier.
Exceptional performance! • **Amazing!** • **What a great imagination!**

**BINGO!** • **Good thinking!** • You are an important member of the team.

Smile, smile, smile!
Remember, a smile is worth a thousand words!

RECOGNITION –
a leadership tool that communicates to employees what behaviors are most valued and important to the Organization’s leaders. Managers can use a Reward and Recognition program to help employees understand how their job performance contributes to the organization’s overall success in achieving its goals.
Reward and Recognition: Benefits to the Organization

Employees not only want good pay and benefits, they also want to know that their hard work contributes to the success of the organization. They want to be appreciated. In order to attract and retain the best employees the University needs to create an environment where employees feel appreciated for their contributions.

Benefits to the Organization

- Benefits the Bottom Line
  - Employee productivity
  - Improved customer service = Increase in customer loyalty
Reward and Recognition: Benefits to the Organization

• Increase Employee Retention
  – Employees who feel appreciated are less likely to seek opportunities outside the organization.
  – What does turn-over cost the organization?
• As a percentage of salary you are trying to replace, the cost to replace an employee:
  – Clerical/Administrative: 50 – 80%
  – Professional: 100 – 125%
  – Middle Managers: 125 – 200%
Reward and Recognition: Benefits to the Organization

• Improve Talent Management:
  – Identifies employees who are ready for growth and organizational development
  – Helps assess how effectively departments are managing resources

• Creates a Culture of Appreciation:
  – Formal recognition can lead to more information recognition
  – The inertia of recognition
On a more local level, a Reward and Recognition Program benefits Senior Management, Employees, and Program Managers

<table>
<thead>
<tr>
<th>To Senior Management:</th>
<th>To Employees:</th>
<th>To Program Managers</th>
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<tbody>
<tr>
<td>- Increase productivity</td>
<td>- Satisfies recognition needs</td>
<td>- Includes efficient administration</td>
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<tr>
<td>- Produces Return on Investment (ROI)</td>
<td>- Creates positive recognition experience</td>
<td>- Excites employees</td>
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<tr>
<td>- Improves attitudes</td>
<td>- Provides a wide selection of attractive, personalized awards</td>
<td>- Creates pride</td>
</tr>
<tr>
<td>- Builds Loyalty and commitment</td>
<td>- Provides timeliness of recognition</td>
<td>- Pleases management</td>
</tr>
<tr>
<td>- Generates positive feedback</td>
<td>- Guarantees quality of award</td>
<td>- Involves all employees</td>
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<tr>
<td>- Empowers the workforce</td>
<td>- Fosters open communication of appreciation</td>
<td>- Develops partnership with the work force.</td>
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<tr>
<td>- Assures efficiency</td>
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Source: O.C. Tanner, 2000
Elements of a Successful Program

- Links rewarded behaviors to organizational mission.
- Trains all levels of management.
- Communicates the existence of the program.
- Evaluates program effectiveness.
Steps to Building and Effective Program

- Target Your Audience
  - What motivates employees
  - Should you provide team or individual recognition or both?
  - How do employees receive / react to recognition
- Choose the Goal
  - What is your goal outcome for the R&R program? To improve morale? Reduce turnover? Increase productivity?
  - Make sure your goals are attainable
  - Focus on one or two goals at a time.
- Build a Budget
- Develop Criteria
  - Be clear on what goals have to be met.
  - Make sure the employees understand the goals to be met.
- Choose the Awards
- Communicate the Program
- Present the Award(s)
- Evaluate the Program
  - This needs to be an ongoing process. What works today may not “fit” tomorrow.
Rewards and Recognition can be delivered in several ways. One of the most effective recognitions that gets overlooked is a personal “Thank You.” Jim Brinmell’s description of “What makes a Good Reward?” is it’s got to be **SMART.**

**Sincere** - Above all else, a good reward should reflect a genuine expression of appreciation. Token acknowledgements leave something to be desired.

**Meaningful** - To endure a motivating influence, rewards should be aligned with the values, goals and priorities the matter the most.

**Adaptable** - The diverse workplace demands alternatives. Consider creative options to keep your program fresh. No single reward format works for everyone all the time. (Recognition should be adapted and valuable to the receiver.)

**Relevant** - Some personal dimension is essential to a good reward. No matter how formal or informal, expensive or affordable the relevance of any recognition will be improved with a personal touch—it’s a little thing that makes a big difference. (Recognition should be provided by someone of significance to the receiver.)

**Timely** - It is important that rewards respond to the behavior they are intending to reinforce. Don’t let too much time pass or the reward may be devalued and credibility eroded.
Examples of NO/LOW Cost Rewards and Recognition

1. A personal thank you or thank you note.

2. A “star of the week” bulletin board

3. Send an article about the accomplishments of an employee to the Gazette or Daily Tar Heel.

4. Certificates

5. An informal party / reception with coffee and doughnuts
Resources

- http://globoforce.com/5_reasons_you_need_strategic_recognition
- http://hrweb.berkeley.edu/guides/managing-hr/appendix/recognition-reward
- http://hr.umich.edu/voices/teams/rewards/index.html