Uteam Recognition & Reward

Manager Cheat Sheet

* Create a strategy for your unit/department that recognizes and rewards behaviors that clearly demonstrate living our values or contributions to our mission.
  + Use similar recognition & rewards for similar actions across the department/units
  + Think about how the tools can advance the individual to reach higher standards or a new skill/process
  + Include employees in the process to make the recognition & rewards more meaningful
* How do I replenish my tools? Visit: <https://commerce.fsr1.com/>

Online ordering of note cards.

User ID: **notecards**, password: **nopoints2013**

Online reorder of toolkit items (coffee, meal, caps & mugs) using your Urewards point cards.

User ID: **umanager**, password: **points2013**

* Gift Card Replacement of Coffee & Meal cards for our off-site employees – return to Trace Kingham or George Minor for a replacement.

Gift Card Tracking Form - <http://www.healthsystem.virginia.edu/pub/human-resources/leadership-tools/uteam-celebration-toolkit>

* Link to instructions on HR home page regarding How To Use Your Recognition & Rewards Dollars ($15 per employee) GL 4745 <http://www.healthsystem.virginia.edu/pub/scm/intranet/helpful-forms>

For reimbursement you must complete the following forms:

1. On Demand Payment Form
2. Business Meal Certification Form

Maximum Allowable by State Policy: $9.00 breakfast; $13.00 lunch; $29.00 dinner

* Recognition Efforts – Reward Results

**Keep in mind: Recognize Efforts. Reward Results.**

A few examples:

An employee stays late to help a colleague. Recognize

An employee always volunteers first to stay late or come in early multiple times. Reward

You observe an employee take extra special care of a patient’s family member. Recognize

Family members and patients offer positive feedback about the care they received from this employee on more than one occasion. Reward

A group of employees demonstrates great teamwork. Recognize

A group of employees creates measurable change in quality measurements. Reward

An employee helps family members way find when on their floor. Recognize

An employee continually helps family members way find when on their floor. Reward.

An employee has exceeded expectations on a project. Reward

An employee steps up and volunteers to work on a project. Recognize

An employee has performed above expected standards. Reward

An employee makes a suggestion to process that save the organization time and resources. Reward.

An employee makes a suggested change in a process. Recognize

**Recognition Ideas**

* Use praise.
* Increase team member visibility.
* Give information. It will stop potential rumors and increase their trust in the health system’s direction.
* Increase team member involvement. Create ways to solicit individual opinions on issues facing your organization. Allow them to have a voice in decision-making.
* Offer interesting work. Create opportunities for the individual to work on a special project team – a plum assignment that encourages their professional development.
* Give feedback on performance. Report back more frequently what you see the team member accomplishing, and how they are meeting your expectations. This may lead to a mentoring relationship.
* Listen. Consciously practice deeper listening to understand and connect with the individual. Pay attention and stay focused to what your employee is saying.
* Encourage in-house training that allows the individual to learn a new skill. After the training, give them a project to use the new skills and allow them the autonomy to decide how the task should be completed. Contact the HR Customer Service Center for upcoming class schedules for your employee to attend.
* When in doubt, call Uteam. We’re happy to help!
* Send a handwritten note to the employee’s home address (use cards that are provided thru Uteam Celebration Toolkit).
* Send an online greeting card to recognize top performance (use the Uteam electronic invitation website).
* Write a poem or song to acknowledge the employees’ hard work.
* Hide an inspirational message under a pile of work on the employee’s desk.
* Invite the employee to attend important meetings in your place.

**Other small but important tips**

* Don’t be afraid to get a little silly; –sometimes the silliest programs work best.
* Show genuine interest in the employee’s family, weekend, hobby, etc.
* Think about what you can recognize and reward - take time to define how you and your colleagues are using the recognition tools for consistency.
* Recognize the employees’ family for their support (mail a card from the Uteam Celebration kit).