

Name: _____

Date: _____

Recognition Type Guide

PURPOSE: To provide common criteria and tips for managers to use when selecting recognition types.

Recognition Types

As a manager, part of your role is to review and publish recognitions submitted for employees that report to you. Below are the recognition types you will be asked to assign to these recognitions.

Setting the Standard (Doing the job well)

Example: An employee who deals with a frustrated customer in a polite and helpful way, causing the customer to change from being critical to grateful.

Above and Beyond (Exceeding expectations)

Example: An employee who gives up time off at the last minute to come in and cover a shift or complete a project.

Wow Experience (Above and beyond with a significant impact)

Example: An employee who identifies a way to improve a process that isn't his or hers to own and proactively takes steps to implement those improvements.

When in Doubt

When you are considering a recognition and aren't certain which type to assign, you can get additional clarity in these ways:

1. Return the recognition to the author and get more information.
2. Forward the notification email to other managers for their input.
3. Review other published recognitions.

Don't Think it Qualifies?

If you think the recognition is not one that others could learn from and is not powerful enough to warrant a formal recognition, you can say to the author:

"While I understand you want to acknowledge this person, I'm not sure how much others would learn from this story. I recommend using a more personal face-to-face thank you rather than a formal recognition."