



Motivation and Recognition Ideas

The following is a list of some of the ways to motivate or recognize your staff. If any of these ideas are of interest and you wish to have further information please contact us.

Iron Man Contest

'Swim the English Channel, bike the Tour de France and climb the Great Wall of China'. Design a program to develop efficiency and effectiveness in individual job functions in a team competition.

Gold Star

Develop a "gold star" program – anytime a staff person goes above and beyond to help a team member they could be the recipient of a gold star. Staff recognize each other and everyone (including team leaders, supervisors and managers) is involved. Post the stars where everyone can share in the glory!

"Grouch Patrol"

Everyone has a challenging customer or moment in his or her work. This program gives permission to take a few moments to "regroup" before handling the next customer. We use a small "Oscar the Grouch" as a visual reinforcement to say to others on the team, "I need a few moments".

Warm Fuzzies

Do something nice for others on the team – this can be helping them with their tasks, providing them with a small gift or just a verbal "thank you".

Theme Day

Choose a theme, make it fun and get everyone involved!

Instant Recognition

Verbal praise or a "thank you" card.

Pizza Lunch

Personalized Certificate for Special Achievements

Party to Celebrate Team Accomplishments

Role Reversal

This can be a fun activity for the whole team. Staff receive “bucks” based on pre-determined criteria (i.e., solving customer problems on the spot, going the extra mile with a customer etc.) At the end of a pre-determined time frame, staff can use their bucks to “purchase” the services of a team leader or supervisor at an auction that you set up. Staff can choose what “services” they want you to perform – it may be answering calls, packing orders – anything that relates to the work they do.

Morale Booster Board

A free way to give staff a pick me up. Create a bulletin board where anyone can bring in and post jokes, funny stories, pictures etc designed to create a few laughs and keep the team morale high!

Cross-Train on Interest and Ability

Recognize people’s desire to learn and develop by framing cross training as a perk and not extra work!

Establish a Mentor Program or Coach of the Day

Take a Different Member of the Team to Lunch

A great way to get to know your staff on a personal level.

Time Off With Pay

Develop a “Word of the Week”

Perhaps your team is working on a special skill or behaviour. Choose a word that describes that (i.e., “Service”) and then brainstorm a list of words that begin with each letter (s.e.r.v.i.c.e) to describe and reinforce what “service means to you”. Print these off on colored paper and post them as a visual reminder.

Have a Focus Group with Your Team

Celebrate Holidays

I like to develop a personalized card for each staff – food and decorations work well too!

Friday Night Draw

Do you have trouble scheduling staff for those weekend shifts? Create a draw for those folks who are working and provide them with a small prize.