



**MOTIVATION AND LACK OF
RECOGNITION IN THE
WORKPLACE**

LACK OF RECOGNITION

- **Objectives of the Module**

The general objective of this module is to bring the knowledge and consequences of the LACK OF RECOGNITION IN THE WORKPLACE to the managers of the companies within the TIWA MANAGEMENT TRAINING SYSTEM



- **Aim:**

This topic aims to present the lack of recognition in the workplace, which we understand by lack of recognition, conceptual aspects as well as its definition and techniques.

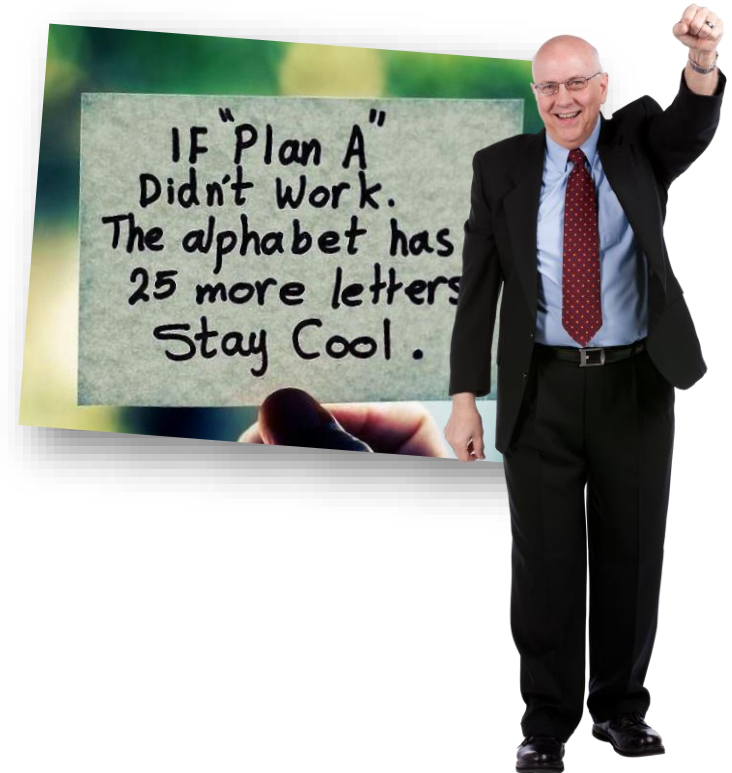
- **Objectives:**

- To have a better understanding of lack of recognition
- To avoid lack of motivation and unhappy worker
- To learn techniques to increase motivation



- **Definition**


Labor recognition consists of recognizing work well done by a company's workers on an ongoing basis. With this, a greater well-being and motivation in the work environment is achieved and, consequently, the productivity and benefits of the company are improved. The lack of recognition is just the opposite and brings as a consequence the lack of motivation of the worker with the negative consequences




- **Conceptual framework:**

We all need to be recognized, it is a human being's innate matter, from our childhood we need affection and respect to feel recognized and loved; the specialists in education establish that giving the appropriate feedback to the children about their behavior, reinforcing the positive aspects, the advances and the qualities favor their development and their self-esteem. When we become adults, recognition is still necessary, with our family, friends and of course, ***in our work environment.***





Work recognition produces a personal satisfaction that makes the worker happier at work and in life in general. It is the key technique to retain talent, since it is important that workers know that their work is recognized and that their contribution is necessary for the success of the company



Not knowing how to appreciate the work and performance of our workers is to give them an incentive to find another company where they are recognized.



- **The importance of recognition at work:**

As work becomes more important in people's lives, recognition also becomes a priority need. It is a fundamental component of the worker's motivation because it is directly related to work happiness; and if anyone still thinks that the issue of work happiness is secondary or soft I invite you to look at these numbers:



Happiness at work increases from 31 to 40% the effectiveness; from 15 to 25% the quality of the service to the user and from 30 to 55% the confidence of the workers.*

In addition, lack of recognition is the second largest risk factor for psychological stress at work, as it is directly associated with mental health.

If a company wants to change its results, it must get its workers satisfied and inspired, and to do this, it must first know how to recognize them.

*Mac Lead y Clarke (2011), Gallup Stock of global Workforce (2014), Estudio Mundial de capital Humano BCG (2014), Acosta et al (2014), Salanova et al (2012, 2014), Anchor (2011) Marks (2015)



- **4 worker recognition practices in the company:**

There are 4 simple recognition practices that all managers should follow from time to time::



The boss should congratulate the worker who makes an effort and obtains a good performance and result..



The director or the boss could write a personal note or letter congratulating exceptional workers for their good performance



An employee should be publicly recognized for exceptional work or performance..



Meetings or parties should be organized to celebrate with employees the company's successes or good.



- **4 worker recognition practices in the company:**

- These practices, unfortunately, are not carried out in a significant percentage of companies in our country, which causes the loss of talent or the worker to perform their activities below their possibilities.



- **Consequences lack of recognition**

- The lack of recognition at work is one of the problems that most affects employees and generates demotivation and consequently, lower productivity and greater conflict among workers and between them and their superiors. The lack of recognition for a job well done and the absence of empathy for employees are part of the list of main causes for workers leaving companies



- **Considerations when making the recognition. How should the recognition be?:**
- What is the best type of recognition for my company?

Each case is a world. Each culture requires different programs and rules of the game. In reality, it will depend on many different factors, such as: Budget The number of employees, The company's values, The type of culture of your company, etc.



- **Considerations when making the recognition. How should the recognition be?:**

When it comes to employee recognition, there is no one-size-fits-all method. A good starting point can be to survey your employees and ask them what they want or how they would like to be recognized. Make a list of employee recognition awards and ask them to vote for their favorites. That way, you'll be sure you're rewarding your team with something they really value

- In any case we must always take into account the following 4 points:





1. Recognition must be timely

- This means that there must be a temporal coincidence between the act that is recognized and the manifestation of that recognition. The clearer the relationship between the action and the "reward", the easier it will be for the value to be perceived and for that good action to be repeated in time.

2. It must be frequent, without becoming part of the landscape

- If employees get used to giving and receiving recognition, they will understand that there are many day-to-day actions that can be recognized.





3. Better specific than generic

- A worker feels more appreciated when the company knows concretely what it has done, how it has done it, and why what it has done is special. Expressions like, "Good job"

4. Tangible, rather than visible.

- Recognition must be able to materialize into something for the worker: an object, a situation, a change, an improvement in their conditions, etc. because the emotional wage, if not accompanied by something tangible, lasts as long as it does.



➤ Ideas for worker recognition (Emotional approach):

1 Social Networks: Communicate in your networks that the most recognized employee this month has been him or her. Don't be afraid that the best professionals will be robbed by the competition, it has been proven that only 12% of employees leave for money. If they feel important, they don't leave.



➤ Ideas for worker recognition (Emotional approach):

2 Our Stars: Present your employees telling their story in the company. "1 Minute with Jaime Fdez". "Meet Pedro Alcoces". In short, make them feel important. This content will generate a good dose of healthy envy among the employees, making them think: "What do I have to do to be the next one".

3 Email: Send a congratulatory email to the entire company and congratulate your employees for a job well done



➤ Ideas for worker recognition (Emotional approach):

4 Trainers' Reviews: Training is key in the company. Just as in business schools, an average mark is awarded and demanded for each class offered, it encourages employees to leave recognition to those who share their wisdom within the company.

5 Public Rankings: Publish rankings in the common areas. You should always communicate to the best, NEVER to the worst classified or without recognition.



➤ Ideas for worker recognition (private approach):

1 Phantom Fan: Have you ever left a note on Valentine's Day for the boy or girl you liked? Signed "Your Anonymous Fan". Repeat this same act with your employees and colleagues. Hide a thank you note on your desk without saying who you are.

2 Welcome the Newcomer: The first impression is burned into the employee's experience. So show your appreciation by investing time in explaining the company culture, management tools, office tricks or whatever it takes to make their experience great.



➤ Ideas for worker recognition (private approach):

3 Handwritten note: Send your employees a handwritten note, or simply leave a sticky note saying "Thank you" on their desk

4 Just THANK YOU: Call an employee in your office just to thank him for his great work. On this occasion no other business should be discussed!



➤ Ideas for worker recognition (team approach):

1 Member get Member: Professionals like to work with people around them, acquaintances, friends. The first reaction of a company in the search for talent is to ask for "reliable" people. It allows the most outstanding employees to recommend people they trust for open positions.

2 Repeat like a parrot: If you have heard something positive from one employee to another, repeat it when you can to that same person if possible face to face to reaffirm that compliment.



➤ Ideas for worker recognition (team approach):

3 Private Meals: Going to eat with the boss. A different experience. Getting out of the routine and going to meet the leader of the corporation, without a doubt is an acknowledgement that will give you something to talk about with your team.

4 Name your employees: If you have to submit a report on the results obtained. Spend some time establishing concrete facts obtained by employees. Write down their name so that everyone knows who is responsible.

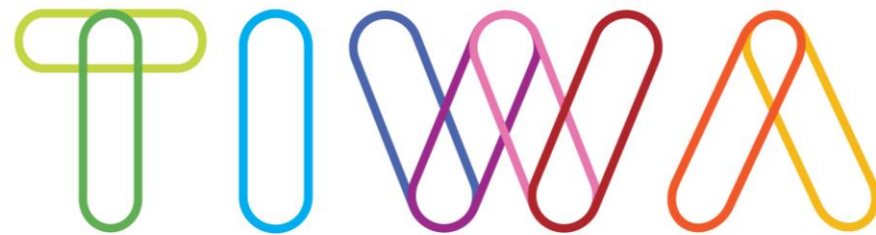




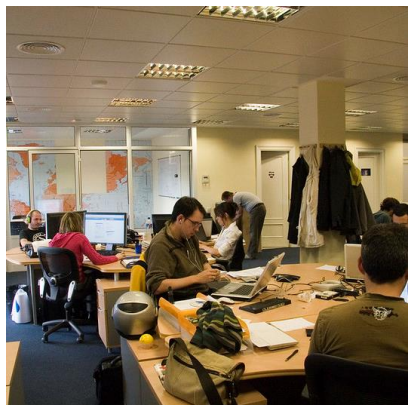
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