

Q04. In the last seven days, I have received recognition or praise for doing good work.



Activity Instructions

1. From **WHOM** do you most like to receive recognition or praise?
2. **WHAT** type of recognition or praise do you like best; public, private, written, verbal or other?
3. **WHY?** What kinds of performance do you want to be recognized or praised for?
4. Complete the engagement action plan with this question in mind: What do we need to do to create an environment of recognition and praise?



CENTRAL REGION

Q10. I have a best friend at work.



Best Friend Activity

1. List the qualities of your best friend.
2. Do these qualities apply to our work place or not?
3. What would our work environment look or feel like if it did have the same qualities that our best friends have?
4. Complete the engagement action plan with this question in mind: What do we need to do to create a "best friend" environment?



Q07. At work, my opinions seem to count.



Manager's Guide

- *Employees want to feel valued.*
- *Employees want to believe they are making a difference.*
- *This is even more important than compensation.*
- *About one in five American workers report "my opinions seem to count" in the work place.*

PUTTING THE CONCEPT INTO ACTION

1. Hold regular staff meetings that encourage all employees to speak.
2. Allow opportunities for people to talk.
3. Follow up on comments from meetings.
4. Listen to ideas, ask questions, get details.
5. Always explain why an idea can't be implemented.
6. When an employee request to talk about something, promptly schedule time to listen.
7. Include employees in decisions that affect their jobs.



SOUTH REGION