



Conversation Guide: Appreciation and Recognition

The Purpose of the Appreciation & Recognition Conversation

- To acknowledge an employee's behaviour, effort or outcome in a way that expresses their contribution is valued.
- To instill a sense of achievement and motivation to continue their efforts.
- To foster employee engagement and commitment to the U of G's values, priorities and overall success.

Incorporating Connect / Adapt / Align Into the Conversation

- CONNECT:** Build rapport with the employee by getting to know them, being interested in them, their work efforts, achievements and challenges.
- ADAPT:** Create an environment of recognition and appreciation, where two-way conversation, positive reinforcement, support and caring occur regularly and foster a growth mindset.
- ALIGN:** When recognizing employee's efforts, good work or accomplishments provide examples of how they contributed to the unit/department and University.

Quality Conversation Tips

- Make note of the actions and achievements for which you want to recognize and appreciate the employee.
- Explain how the employee's efforts, achievements, and strengths have a positive impact on the organization, team and culture.
- Ask the employee how they prefer to be recognized and appreciated.
- Recognition and appreciation does not need to be complicated; a simple thank you comment, email, or note go a long way.
- Aim for expressions of recognition and appreciation to be timely and in the moment when possible.
- Build an ongoing, respectful, trusting relationship with the employee, where recognition and appreciation is welcome, frequent, and genuine.

Sample Questions

How do you feel about your recent achievements?

What are you most proud of?

Tell me what has contributed to your success on this objective/project?

What learnings or insights have you gained through this experience?

How will you leverage this experience in the future?

How can I support you with your future aspirations?