



# News & Views

## Using Praise to Foster Employee Engagement

No one likes a boss who takes her or him for granted. Even a good salary doesn't make up for a total lack of appreciation and praise. And hallow praise can be worse than no praise. Managers who effectively motivate people with praise know the difference between sweet talk and demonstrating honest appreciation.

Effective praise tells employees what they're doing right and encourages them to keep doing it. That's why some consider praise superior to punishment as a teaching tool. Praise is loaded with information: It tells you exactly what to do next time. Punishment has a lot less information: It only tells you what not to do.

## Keys to Showing Appreciation Through Praise

- Praise should be timely;
- Praise with precision. Be specific about the behavior you're praising. Go beyond, "Great job!" This shows you know what you're talking about and makes your praise credible.
- Communicate the importance of the employee's performance to the organization and its effect on you personally.
- Make eye contact. Smile.
- Don't overdo it. Phony praise is easy to spot and your employees will resent it.

Praise comes in several shades, ranging from recognizing a solid performance to commending an extraordinary job. Use it appropriately. Don't lavish praise on someone who efficiently performs a routine assignment, but don't fail to recognize that employee either. Don't substitute flowery words for other forms of reward for a truly exceptional performance. Above all, mean it when you praise someone.

Make sure everyone gets credit in a team effort. Few things are worse than a manager who ignores an assignment until his team succeeds, then takes all the credit. Always stress the contributions of each member of the team.

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Executive Human Resources Hours  
Monday—Friday  
7:30 am to 4:00 pm  
After Hours By Appointment

## Upcoming Events

Please register for all events at:  
<https://hrt.summitoh.net>

Supervisor Training  
Utilizing Ease@Work  
May 22 10:30 am to 11:30 am  
Pry Building—Room 133

Food Truck: Twist of Leona  
May 22 11:30 am to 1:30 pm  
Pry Building  
(No registration required)

Supervisor Mixer  
May 22 11:30 am to 1:00 pm  
Pry Building—Front Lawn

Executive HR Open House  
May 22 2:00 pm to 4:00 pm  
Pry Building—HR Suite  
(No registration required)

Supervisor Training  
Progressive Discipline  
May 17 9:00 am to 11:00 am  
May 30 1:00 pm to 3:00 pm  
Pry Building—Room 382

Diversity and Inclusion  
June 15 8:30 am to 10:30 am  
July 11 1:00 pm to 3:00 pm  
Main Library

Sexual Harassment Training  
June 15 11:00 am to 12:00 pm  
July 11 9:00 am to 10:00 am  
Main Library

Employee Substance Abuse  
June 15 1:00 pm to 2:00 pm  
July 11 10:30 am to 11:30 am  
Main Library

Supervisor Substance Abuse  
June 15 1:30 pm to 3:30 pm  
Main Library

The ability to credit others for their efforts is widely recognized as a trait of a top manager. Don't be afraid that your supervisors won't appreciate you if you tell them what a great job your employees have done. The ability to enable others to get the job done is what makes a great manager.

### **Benefits of Praise**

Here are some of the benefits of praising your employees effectively:

- Increased enthusiasm
- Improved communication
- Less wasted time and material
- Decreased turnover
- Increased quality
- Improved morale
- Increased loyalty
- Less conflict

Please be advised that the Executive Human Resources Department will be out of the office on May 4 for an all office retreat. Please contact June Carr at 330-643-2783 if you need immediate assistance.

### **Recognizing the Little Things**

It is easy to overlook the value in recognizing employees for simply doing their jobs well. Don't take these employees for granted:

- Employees who are on time
- Employees who are friendly to clients/customers
- Employees who improve their quality of work (fewer errors)
- Employees who improve their quantity of work (more productive)

Employees' response to praise will vary, based on their past experiences and perceptions of you. Although you may follow these guidelines, understand that each time you use praise you're conducting an experiment of sorts. Use the results to pick those approaches that are most effective, and change your style if it's not working.

*Source: easeatwork.com, WorkLife Website, Praising Employees*



## ***Caughtcha!!***

*Congratulations to Joanne Ferree!*

Joanne works for Job and Family Service's Investigation Unit. Joanne was recognized for demonstrating exemplary safety standards.

Congratulations Joanne and thank you for a job well done!

What is Caughtcha!? An impromptu recognition program introduced by the Executive Human Resources Department to catch people doing things right! To find out more, please contact Janet Williams at [jwilliams@summitoh.net](mailto:jwilliams@summitoh.net).