

## RA Skill Module

**Module Title:** Realize and Recognize

Module Timeline: April

**General Purpose/Outcome Connection:** To delve into recognition as a form of leadership through understanding and using different methods of recognition.

Module Goals:

1. Understand their own recognition preferences as well as other styles.
2. Demonstrate at least one new way to recognize others.
3. Articulate the role of recognition in leading a team.

Module Implementation

1. During the first staff meeting in April, the HD will introduce the theme of recognition and ask each RA for an example of how they like to be recognized.
2. During the staff meeting week of the 10<sup>th</sup> the HD will introduce the 5 ways model including a 1 page overview and the Individual Style Chart. During their e1-1 each RA will need to fill out their Individual Style Cart.
3. During the week of the 18<sup>th</sup> the HD will lead a discussion reflecting on the 5 ways model, the individual styles chart and compile everyone's preferences for the team styles chart.
4. During that weeks f2f1-1 each RA will decide how to recognize two people using recognition styles that they do not typically use. At least one of the people has to be outside of their complex staff. Preference should be given to people who are not traditionally recognized.
5. During the staff meeting week of the 25<sup>th</sup> they will share their plans for recognizing others and discuss the role that recognition plays in leading.
6. Each RA will use their e1-1 time to recognize others. They will reflect on the experience during the next staff meeting.

### Debrief /Group Discussion Questions for first floor meeting (facilitated by HD)

1. When we hear the term "recognition" what comes to mind? Why?
2. How do we or do we want see recognition as a form of leadership?
3. Have each staff member come up with an example of how they like to be recognized.
  - a. Have them reflect and share what it is about that example that means something to them.
  - b. If anyone is comfortable sharing a real-life example of how being recognize made them feel.
  - c. Talk about the different ways that people came up with for their examples of being recognized. Discuss the differences and similarities.
4. How do you typically recognize others?

### Debrief /Group Discussion Questions for second floor meeting (facilitated by HD)

1. Does this chart align with the conversation we had last week about different ways you said you like to be recognized?

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2. Are you surprised by any of the data points?
3. Does this data make sense as far as why our team has or hasn't worked well together this year?
4. Did anyone come up with an "other" way to be recognized? If so, what did you come up with?
5. Have you seen these recognition styles within our staff? In complex?
6. How does recognition fit in with leadership? How do you role model recognition?
7. What can we do to facilitate more recognition on our floors?

**For 1:1:**

1. Do you feel that you recognize residents in your community? If so, which of the 5 styles do you use?
2. Has your recognition style(s) worked with your residents? If not, what style might you try now?
3. Can you identify someone in your community who might be worth recognizing that you haven't? Or maybe someone who needs to be recognized as a way to motivate them for these final 2 months?
4. Have your recognition needs been met through your ideal way? If not, how would you like more recognition? (More 1:1 time with HD, need more verbal confirmation, etc)
5. How did it feel to be recognized on RA appreciation day? What did that mean for you?

**Link to the Recognition Styles in a Team Environment Document. This goes over the tools and the basis of the 5 Styles.**

[http://www.recognizeanother.com/tools/downloads/Recognition\\_Styles\\_v01.doc](http://www.recognizeanother.com/tools/downloads/Recognition_Styles_v01.doc)

**Link to the Individual Recognition Style Chart**

[http://www.recognizeanother.com/tools/downloads/Individual\\_Recognition\\_Style\\_Survey\\_v01.xls](http://www.recognizeanother.com/tools/downloads/Individual_Recognition_Style_Survey_v01.xls)

**Link to the Team Recognition Style Chart**

[http://www.recognizeanother.com/tools/downloads/Team\\_Recognition\\_Overview\\_v01.xls](http://www.recognizeanother.com/tools/downloads/Team_Recognition_Overview_v01.xls)

*The Overview sheet that is to be sent out during the staff meeting where you introduce the 5 Styles model is included below.*

## **Facts to Remember when Giving Recognition**

1. **People value different types of recognition** - We should not expect that everyone around us receives recognition in the same way. People typically give recognition in the same way they like to receive it. If we desire better working relationships with those around us, we should be aware of how these people interact with others; this is an insight into the recognition style they prefer and value the most. By neglecting to notice the recognition style of others, we limit the impact and effectiveness we have in working with them.
2. **The importance of sincerity** - Nobody likes insincere recognition, manufactured out of an obligation to say something. Most have been on the receiving end of this type of recognition and there is one undeniable aspect of it that we are aware of: it's not real. Whether receiving or simply observing recognition given in this way, it's easy to see when recognition is not given with genuine sincerity. Make a concerted effort to have your recognition count by conveying a message that is genuine and sincere.

## **Five Common Recognition Styles**

1. **Verbal & Written Affirmation** - From a simple "Good Job" at the appropriate moment to other sincere words reflecting your appreciation, words of affirmation are easy to give and should be done often. A common fear about words of affirmation is that they can be given too often, thus diluting their value. The reality is if the words of affirmation are given sincerely, then this should never be a problem. Some individuals prefer this recognition to be done quietly and one on one. Others feel a greater sense of recognition when this gesture is public. This is an important distinction worth understanding when giving affirmation.
2. **Acts of Service** - Simple things such as bringing someone copies from the copy machine can mean a lot to someone. It demonstrates the concept that "I appreciate what you do for us". Acts of service can be the offer to grab a cup of coffee or soft drink for a co-worker. Maybe they need a ride to pick up their car from the tire place. Acts of service typically come up on the spur of the moment and can be gone in an instant. Be open to consider a practical need someone has and consider how you might meet that need, as small as it might be, in some tangible way.
3. **Time** - Giving of time outside of meetings and daily business can really instill a great sense of recognition to some people. It conveys to the receiver that "You are worth taking time out of this day for". Time can be given in increments as small as a few minutes but will mean quite a lot to the person who views time as a form of recognition. Kick it up a notch by grabbing lunch or taking a break with those that value time. These natural breaks in the day can be a good time to consider those that value time as recognition.
4. **Gifts** - Giving a gift to someone who values it as a form of recognition sends the message "You were thinking about them". A person who likes gifts as recognition will generally receive the same level of satisfaction from a small gift as from a large gift. The value they receive from it is not tied to the cost of the gift but rather the knowledge that you took time to consider and reward them.
5. **Proximity** - Being in the close proximity with another conveys an interest that what they are doing is important and meaningful. Consider dropping in for a visit to their work site or location and recognizing

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the work they are doing. A person who values this type of recognition generally is looking for interest and connection in the work they are doing. Trust is an important foundation of this type of recognition as close proximity could be misinterpreted as "looking over the shoulder" of the recipient. Ensure a good level of trust is in place when interacting with those that value close proximity as a recognition style.

*This is part of Greg Paskal's work on recognition which can be found here:*

<http://www.recognizeanother.com/>