

# F. M. News

K. S. U., Division of Facilities

Newsletter: March 2015



Unleashing your potential

## Secret of Employee Recognition

Forbes Magazine published an article written by Josh Bersin about research done on employee recognition.



In part, Bersin wrote, “Our research did find that modern, re-engineered recognition programs can have a huge impact on business performance. Companies that scored in the top 20% for building a “recognition-rich culture” actually had 31% lower voluntary turnover rates! This is a huge statistic. Most CEO’s would pay millions of dollars to reduce voluntary turnover (this is when good people leave on their own). It turns out that a well-designed recognition program can achieve this result.”

Let me list the top 5 best-practices we discovered:

### 1. Recognize people based on specific results and behaviors.

Don’t just give someone a reward for being “employee of the month.” Give them an award for delivering outstanding customer service when a particular problem occurred. This creates a culture of “doing the right thing.”

### 2. Implement peer to peer recognition – not top down.

Recognition from leaders has less impact than you may think. While HR managers believe this is a key criteria for success, employees told us that they feel much better when they are recognized by their peers. Why is this? Peers know what you’re doing on a day to day basis, so when they “thank you” for your efforts the impact is much more meaningful. Top-down recognition is often viewed as political and it rarely reaches the “quiet but critical high-performers” in the company.

### 3. Share recognition stories.

One of the most powerful practices we identified was “story telling.” When someone does something great and is recognized by their peers, tell people about it. Not only should they get an “employee of the month” parking space (kidding – these remind me of the movie “[Office Space](#),” by the way), but you should mention them in a newsletter or company blog. These stories create employee engagement and learning.

### 4. Make recognition easy and frequent.

Make it trivially simple for employees to recognize each other. People who do great things are now visible to everyone else!

### 5. Tie recognition to your own company values or goals.

Companies like [Deloitte](#) and [Intuit](#) have recognition programs which focus on the company’s mission and goals. So when you give someone a “thank you” award, the award is tied to your own company’s strategy

(customer service, innovation, teamwork, or even a revenue or cost-cutting goal).

Bersin continued, "I know this stuff sounds fluffy and not very business-like, but believe me it works. Too many CEO's and managers focus on bottom line results without thinking about how it feels to slog away and work without anyone saying thanks.

Next time you see someone doing the right thing, take a minute and thank them openly. It is good management and good business."

## Employee Appreciation Day is March 6<sup>th</sup>.



*We just wanted to say  
how very much we  
appreciate  
the wonderful job you  
are doing.*

*We sure couldn't do it without you!*

Employee Appreciation Day is a US unofficial observance that recognizes and appreciates employees in all industries.

Dr. Bob Nelson, a founding member of the Recognition Professionals International, had the honor of kick starting the first Employee Appreciation Day in 1995 and it continues, always being held on the first Friday in March.

Dr. Bob Nelson holds an MBA in organizational behavior from UC Berkeley and PhD in management. For more information: <http://www.drbobnelson.com/>

Facilities employees are being honored for their years of service to the State of Kansas.

Directors over these employees will be delivering the pins to those who have not yet received them.

### **10 years of service:**

Elke Warkentine, Trudy Hess (retired), James Hartford, Jeff Brewster, Carol Wendland, Jewell Cutright and Damon Lee.

### **20 years of service:**

Don Engelken, Dan Marshall, Clifford Anderson, Rob Mayfield, Allan Leikam, Shelly Hauck, Mike Paph, Larry Melton and Janet Schooler.

### **30 years of service:**

Calvette Williams, William Hynek, Kerry McDonald and Tim Poell.

Thanks for your years of dedication.

## **Kudos**

✓ **Melisa Posey** an Administrative Specialist with American Ethnic Studies from Leisure Hall, complemented Facilities Custodial Worker, **Tina Williams**. She wrote, "Tina is always pleasant and is always thinking of ways that she can make our campus more appealing. She is definitely the highlight of my day!!"

✓ **Tammy Powers**, from the Contract Post Office shared this delightful story:

*I had a wonderful deed happen in my office today.*

*A student was trying to ship a package. She was about \$5.00 short of money.*

*A gentleman, standing behind her next in line, opened his wallet and asked her how short she was. He said here you go and gave her a \$5.00 bill. I am a dean and I make enough money; if I can't help a student out, there is something wrong.*

*His name is Timothy E. de Noble and he is a dean here on campus. This just made me smile and I wanted to let other people know. There are truly good people in the works every day. This is a random act of kindness. I enjoy my job and my customers.*

*People are definitely a company's greatest asset. It doesn't make any difference whether the product is cars or cosmetics. A company is only as good as the people it keeps.  
~ Mary Kay Ash*

## *Who is New...*

February 2, 2015:



Matthew Marsh was hired as a Ref. A/C Svcs. Tech. Sr. He is working for Tim Brunner in Zone 3.

Brent Kolterman was hired as a Ref. A/C Svcs. Tech. Sr. He is working for Galen Hageman in Zone 4.



Nathan Junod was hired as a Custodial Specialist. He is working for Clifford Williams on the Custodial day crew.

February 16, 2015:

Diana Hutchison was hired as the Director of Campus Planning and Facilities Management. She is working for Ryan Swanson.



## March Birthdays

3-2 Su Maloney, Eugene Williams, Joe Myers, Dave McMullen, Josh Seward

3-3 Susan Kent, Roger Schneider

3-4 Tim Brunner

3-5 Anne Murphy, Clinton Grubbs

3-6 Mike Price

3-8 **Daylight Savings Time**



3-11 Rommel Cabillan, Dallas Hirsch

3-12 Kale Miller

3-13 Tom Gallo, Bill Stout

3-16 Melissa Krumm

3-18 Diane Wester

3-19 Darrell Nelson, Daniel Boller,  
Tom Bartlett

3-20 Charlie Kranz

3-21 Michael Ashcraft

3-22 Shuang Hao, Mike Salisbury

3-23 Steven Rowe, Matt Marsh

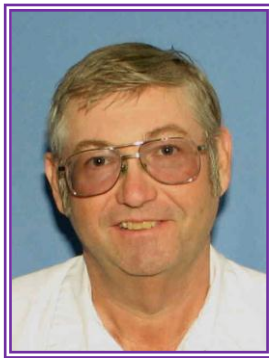
3-24 Harry Sender, Bill Hynek, Brian Morgan

3-25 Stephanie Brecheisen

3-28 Marla Cain

3-30 Doug Ray, Chris Fleeker

## Warren Henry Berg



It is with great sadness that we say goodbye to another treasured co-worker.

While driving home from work on the 13<sup>th</sup> of February, Warren was tragically killed in a car crash.

Warren started working at K-State in 1983, working in various areas for Facilities Services. Most recently was a Custodial Manager. He will be greatly missed by many.

Our condolences and prayers go to Warren's mother, Jo Ann Berg and to his extended family.