

Instilling Excellence in Conservation

**Recognizing Excellence in Performance
And Service**

**Encouraging the Best from Volunteers
And Employees**

Recognizing Excellence in Performance & Service



Establish & Review Goals



Get Staff Involved
Needs Assessment
Performance Appraisals

Get Staff Involved

- **Staff Meetings**



- **Business Plans/Task Lists**



- **Round Robin**

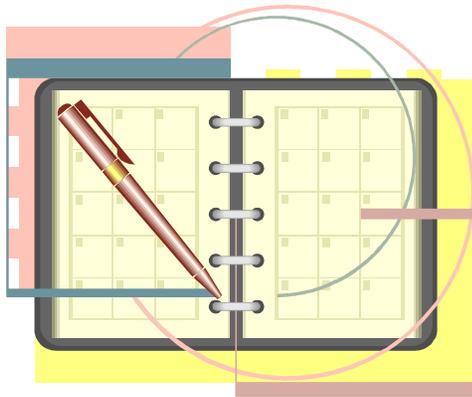


NEEDS ASSESSMENTS

- Activities that **MUST** be accomplished
- Activities **Not** Being Accomplished
- Wish List 
- Activities that **Volunteers** Can Accomplish



RATING PERFORMANCE



Schedule

Prepare



PERFORMANCE APPRAISAL COMMENTS ON: Jane Doe

Dates Covered: October 1, 2005 – September 30, 2006

Position Title: Program Specialist

- The Des Moines Office participates in weekly staff meetings to discuss projects, issues, and concerns. Jane does an outstanding job of participating at these meetings and has been instrumental in resolving issues.
- Jane has improved her skills when working with other staff and has made improvements on keeping me informed when projects are completed. Jane requested that several deadlines be extended and three projects had to be returned for corrections. I will follow-up with her on a monthly basis to assist with setting and meeting deadlines.
- Jane continues to work with our office volunteers and staff to insure that tasks are completed. Due to her efforts, LANDCARE has maintained a supply of the various packets which field and state offices order on a regular basis. By utilizing the assistance of volunteers, this operation is able to eliminate the need to pay for a collating service and maintain an adequate supply of items. During FY06 this office recruited 13 Earth Team Volunteers and was the recipient of over 820 hours of service.
- I am recommending that Jane receive a rating of Fully Successful for FY06.

Michele Eginoire
National Volunteer Coordinator

(Date)



- How do you feel things are going?
- Am I meeting your needs?
- Do you have appropriate equipment and training?
- Are there other areas you would like to get involved with?
- Do you have any ideas on how we can expand services or goals?



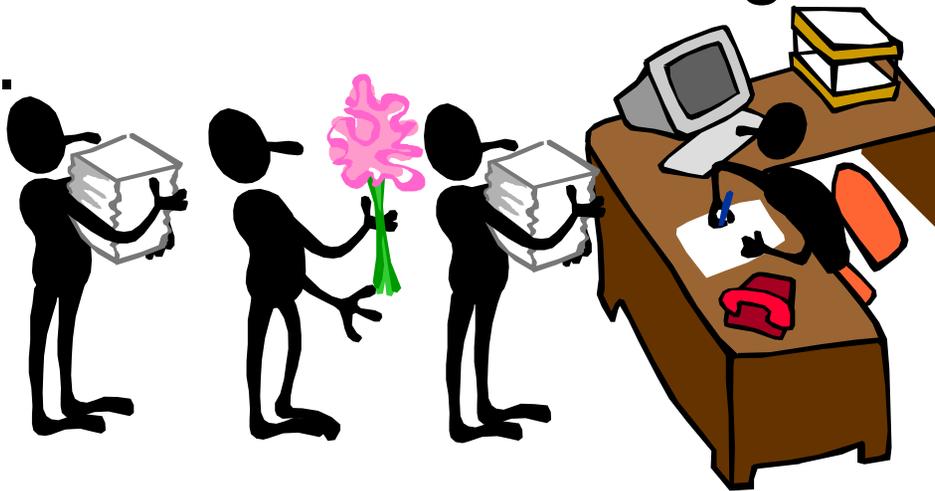
What is recognition?

- Recognition – the action of recognizing; the state of being recognized
- Recognize – to acknowledge formally; to acknowledge or take notice of in some definite way; to acknowledge with a show of appreciation



As you treat me, I will treat thee

- Strong association between employees unrecognized for their own Earth Team activities and their lack of recognition of volunteers.



Are you recognized for your own Earth Team activities?

44% = Never

19% = Rarely

29% = Sometimes

3% = Often

5% = Regularly



Recognizing Excellence in Performance & Service

1. Establish and Review Goals
2. Get Staff Involved
3. **Management sets the tone**
4. Recognition comes in many forms
5. Recognition should not be once a year





Encouraging the Best from Volunteers & Employees

- Get to know your volunteers & employees
 - Learn their strengths and weaknesses
 - Know their personal and professional goals



- Communication is the Key



1. Staff Meetings

2. Management by Walking Around

3. Expect the best

4. **Management sets the tone**



How does this equal improving conservation accomplishments and service to customers?

- Employees with ownership want to succeed
- Appreciated employees will pass on the praise
- Happy volunteers and employees will exhibit this to your customers





Overview

❖ Management Sets the Tone

- ✓ Establish & Review Goals
- ✓ Recognize your staff and volunteers
- ✓ Get to know your staff and volunteers
- ✓ Communicate
- ✓ Expect the best

