

Manager recognition checklist

A weekly and monthly routine for managers. About 10 minutes a week.

Every week

- ☐ Thank at least 1 person for something specific they did this week.
- ☐ Say what they did and what changed because of it.
- ☐ Thank them in the way they prefer: private, public or written.
- ☐ Pass on any thanks from customers or other teams, with the person's name.

Every month

- ☐ Check your notes: has everyone on the team been thanked at least once?
- ☐ Recognize someone whose work is rarely seen.
- ☐ Recognize effort on something that did not work out, where the effort was right.
- ☐ Ask the team who else deserves thanks, and pass it on.

Every quarter

- ☐ Look at who received recognition by role, shift and location. Close any gaps.
- ☐ Check upcoming work anniversaries and plan a personal note for each.
- ☐ Ask 1 or 2 people whether the way you recognize them still works for them.

Avoid

- Generic praise ("great job, everyone") as the only kind.
- Adding "but" and a criticism to a thank-you.
- Thanking the same few people every time.
- Waiting for the annual review.