

Rewards & Recognition

Betty Franks

Sr. Manager, Member Education & Advocacy

- The age old question:

What can we do to motivate our reps?

- More money?
- Flexible hours?
- Career path?
- Larger workstation?
- Latest technology?
- Window seat?
- Continuing Education?

- Recognize! Reward!

Why recognize and reward?

- Communication tool that reinforces and rewards the most important outcomes people create for your business
- With your chosen means of recognition, you will reinforce the actions and behaviors you most want to see people repeat
- Builds moral; creates a feel-good environment

classmates-com®
THE POWER OF EDUCATION

How to recognize and reward?

- Get ideas from...

- Books

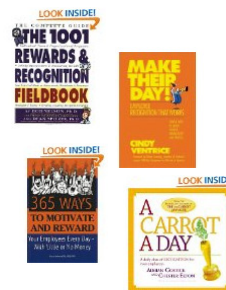
- 1001 Ways to Reward Employees
- 1001 Ways to Energize Employees

Author: Bob Nelson

- Amazon.com; bookstores

- Magazines, websites (ICMI)

- Google: “how to recognize employees” (905,000 results!)
- Ask your reps: How do you want to be recognized and rewarded?
- Talk with others in your industry (like NWCCP attendees)



classmates-com®
THE POWER OF EDUCATION

What Does Classmates.com do?

- **GREAT Team**

- Getting Really Excited About Today
 - Reps + management representative
 - Rotate participates
 - In good standing (attendance, stats)

- **What do they do?**

- Celebrations: holidays, birthdays
 - Valentine's Day
 - SpringFest
 - Cinco de Mayo
 - Mother's Day
 - Father's Day
 - Halloween
 - Thanksgiving



classmates.com
THE OFFICIAL TEAM BLOG

- **Team activities:**

- Family Feud
- Jeopardy
- Speed Meeting (getting to know your co-workers)
- Back-to-School/Spelling Bee
- Picnic/Scavenger Hunt
- Bowling
- Game Night
- Family Fun Center
- Racing Cars



- **Other ways to have fun:**

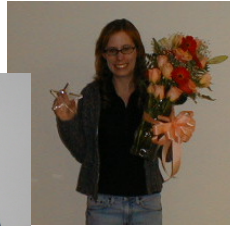
- Daily Huddle Funny
- Secret Pal Forms



classmates.com
THE OFFICIAL TEAM BLOG

Recognition

- **Quarterly Values Award**
 - Reps nominate their co-workers
 - We recognize those who nominate others
 - “Star” award, flowers, \$100 gift certificate



classmates.com
FOR YOUR BUSINESS

- **Quality Awards**

- Recognition for quality scores of >95%
 - Company chips (trade in for goodies or gift certificate)
- Monthly recognition of top quality
 - Tiara/Crown
 - \$50 gift certificate



classmates.com
FOR YOUR BUSINESS

No Cost Rewards/Recognition

- Thank you notes
- Email notification to management of kudos from the customer to the rep
- Post positive member comments on a board
- Fun Awards
 - Smooth Operator
 - Champion Chatter



- New year around the corner—make a commitment to recognizing and rewarding in new ways!

