



Best Practice Recognition



SBSA Recognition Program - A Case Study

- Goals
- Success factors
- Measures
- Program elements
- Results
- Challenges
- Impact



Total Rewards – positioning recognition



Program goals

- **Enhance organisational performance through staff engagement:**
 - Reward exceptional performance & behaviour through informal, formal & top performer recognition
 - Create a culture of acknowledgement & appreciation – *a great place to be!!!*
 - R.E.A.P. the benefits of recognition:
 - Retention
 - Engagement
 - Alignment
 - Performance



**Launched
1998**

Key success factors

- Centralised budget control with Cost Centre empowerment
- Corporate control with Cost Centre flexibility
- 'Giveaway' consistency & equity across the Bank
- Centralizing allows economies of scale
- Management credibility & commitment
- Centralized communication strategy
- Building a controlled recognition culture



Program measures linked to values

Categories for recognition

- **Individual nomination:**

- Service excellence
- Leadership
- Teamwork
- Initiative & innovation

- **Team awards**

Award structure

- R350
- R500
- R1000
- R200 (Team award)





Recognition system is web based

We're happy to see you, Lyndsay!

and more vouchers!

voucher processed, working

check the your

participants at 5 Simmonds Street: please do not contact the mailroom to find out if your vouchers are there - they will email you as soon as they have your vouchers ready for collection.



Catalogue Specials

Year end Gift ideas

Fairytopia Elina Doll



Only 394 credits

QUICK STATUS

| | |
|----------------------|---|
| Balance in account | 0 |
| Goods in trolley | 0 |
| Pending transactions | 0 |
| Balance available | 0 |

NOMINATIONS

- Budget Transfer Request
- True Blue - Club 9 Team Nomination
- Individual Nomination
- Stanbic Nomination
- Team Nomination

TrueBlue Top Performers

- Top Performers on the programme this month
- Top TBTY Receiver: Mrs Laura Baumann - 00038426 Received: 7
 - Top TBTY Sender: Mrs Trudie Pretorius - 00109983 Sent: 51
 - Top Nominations Sender: Mr Larry Peyper - 00010580 Sent: 71
 - Top Nominations Receiver: Preston Sheldon - 00171511 Received: 10

TrueBlue Thank You Feed

- Lucy Lombaard**
Thank You! You are a star.
Avishkar Ballaram
2009-11-24 08:38:44
- Sarnell De Beer**
Thanks for all your advise and support
Sushika Premduth
2009-11-24 07:38:43
- Desiree' Hare**
Thanks for All the Positive Encouragement

TRUEBLUE THANK YOU

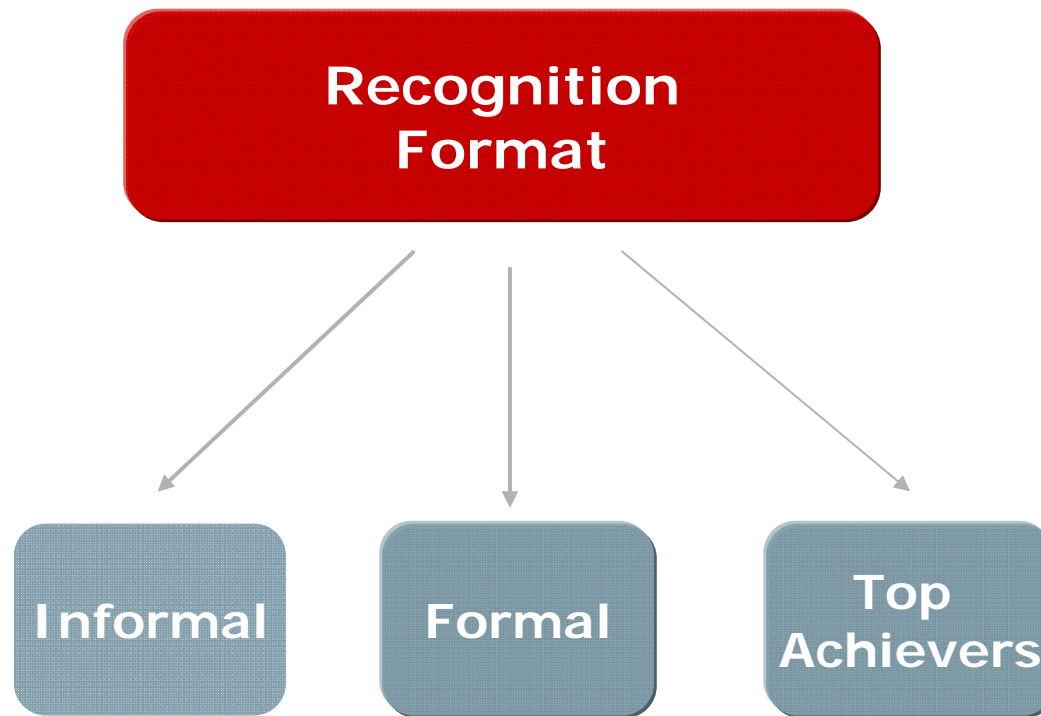
Thank your colleagues with a TrueBlue thank you or send them an email.

[CLICK HERE](#)

PHOTO GALLERIES

Latest Events

Segments of recognition












Recognition process - informal

Send a TrueBlueThanks!

Send a ready-made TBT:











Choose a message: 1 2 3 4 5 Next

| | | |
|---|--|--|
|  You are a star - thanks! |  Happy Birthday! |  Good luck with the test! |
|  You saved my day! |  You should be a movie star! |  Well done! |
|  Good luck, hope it goes well! |  Don't forget... |  You deserve it :) |

TO: SEND

OR Create your own TBT:

1. Choose an icon:

2. Type a message:

TO: SEND

[> VIEW YOUR THANK YOU WALL](#)

Sent e-mail or webform

Communication forum facility

Recognition process - formal

Individual Nomination Capture
Welcome to the new nomination capture system.
[Click Here](#) to return the the home page

Cost Centre
AAG Cost Centre - 99999 confirm

Select Nominee

Enter Nominator Employee code

Select Category

Select Value

Select the nominations value from the list

- Serving our customers
- Growing our people
- Delivering to our shareholders
- Being proactive
- Working in teams
- Guarding against arrogance
- Respecting each other
- Upholding highest levels of integrity

confirm

Individual Nomination Form - in progress

Nominee Details
Denise Buske
00020001
99999 - AAG Cost Centre
VIPs

Nominator Details
Lyndsay Gassert
00725343
1016 - CARD: FRAUD PREVENTIO
Staff

Capturer Details
Mrs Lyndsay Gassert
00725343
99999 - AAG Cost Centre

Nomination Category
Initiative / Innovation

Values

Level Achieved

Nomination Citation

Senior Manager

Completed by
authorised
Manager

Auto pop up!

Award structure



Awards on offer:

- 6 000 items on web site
- Across 12 lifestyles
- Individual travel
- Experience awards
- Delivery address of choice

Communication

Communication strategy:

Focus on:

Antecedents – what you want me to do?

Behaviours – how will I be measured?

Consequences – what's in it for me?

Communication media:

Web site

Cell phone

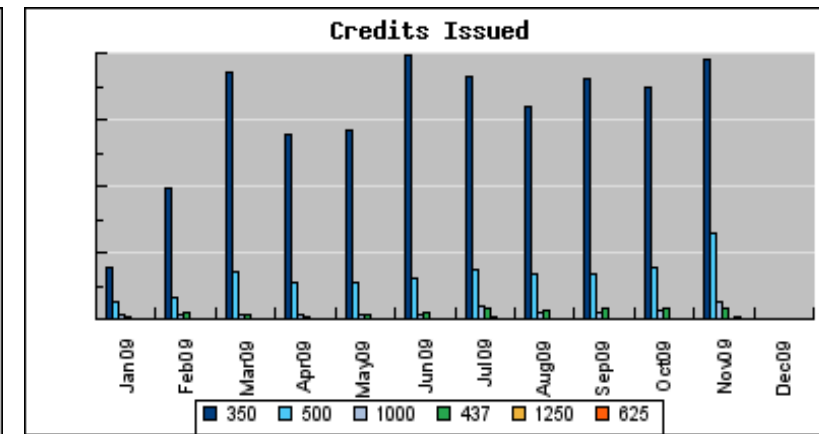
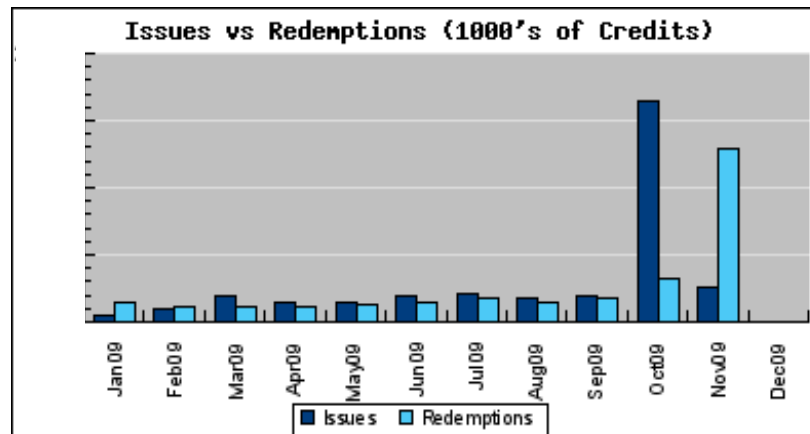
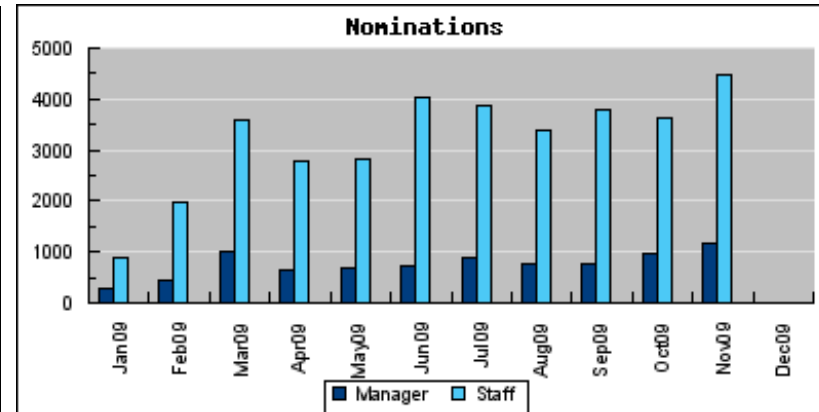
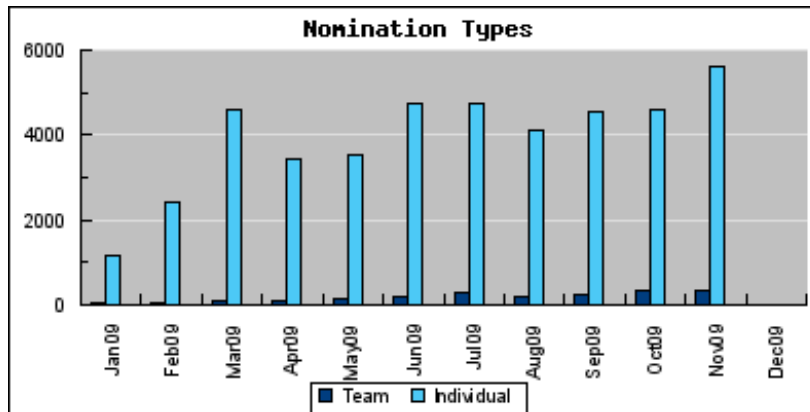
E-mail

Intranet

Pause area electronic display

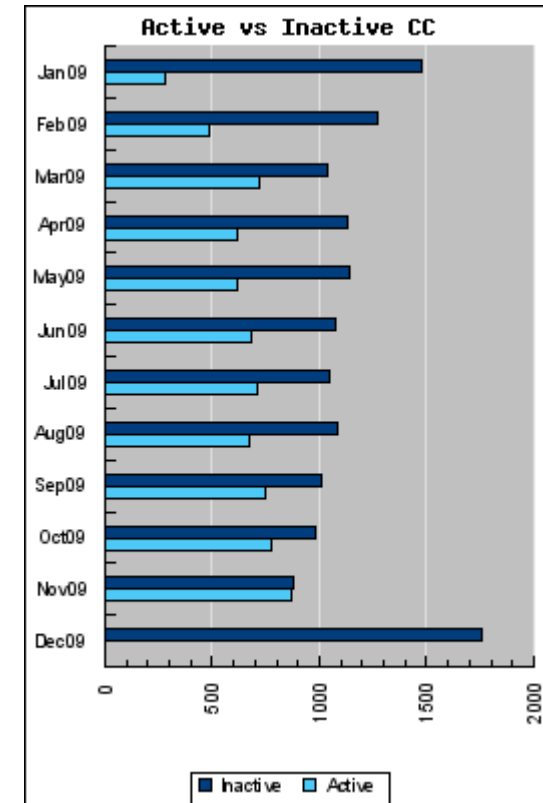
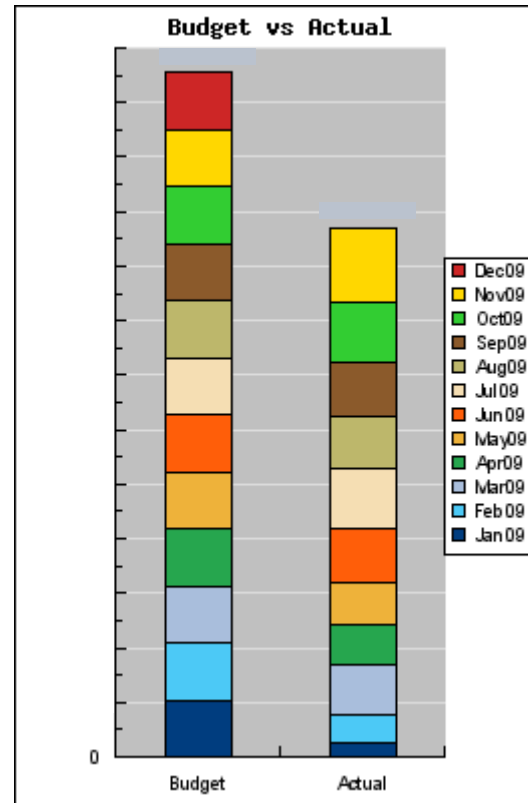
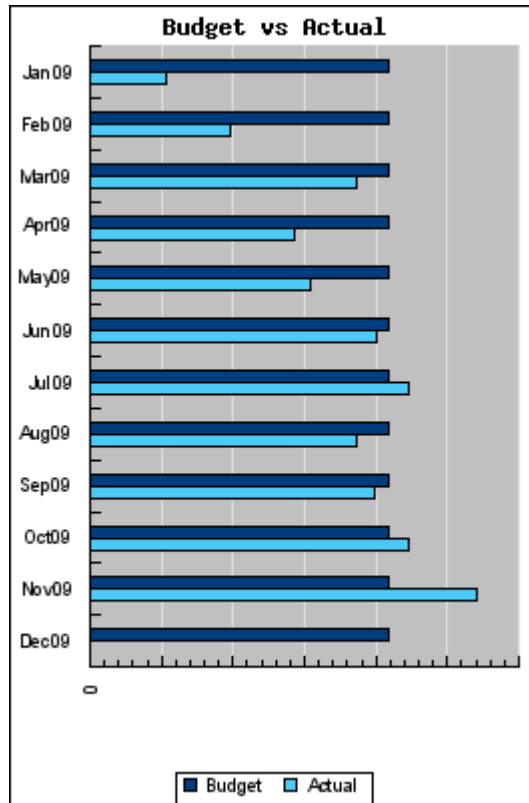


Program reporting - performance



READ: Controlling equity of 'giveaway' for equity of performance

Program reporting - financial



READ: Consistency is the goal

Program results – January to October 2009

- Nominations (Total workforce 27 000)

INFORMAL

- Total incidences 14 283
 - Managers 16.2%
 - Staff 83.8%

FORMAL

- Total (per capita) nominations 21 127 (78.3%)
 - Team 7 324
 - Individual 18 791
- Total nomination incidences 42 575 (Av.2 per person)

COST CENTRE ACTIVITY

- Total CC's 1 420
- Active 1 286 (90.6%)

Current
program in
place since
2002



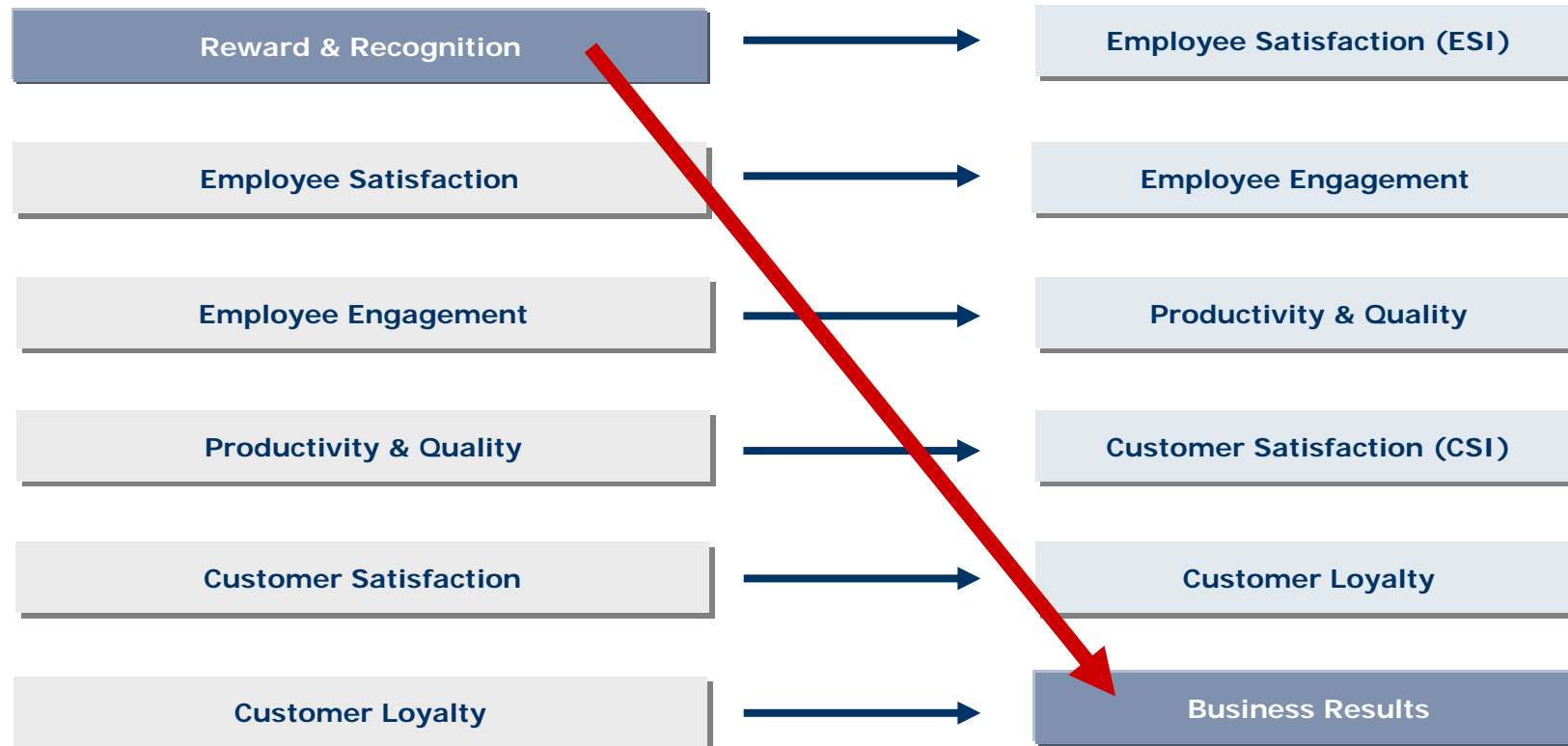
READ: High reach & frequency of recognition

Program challenges

- Establishing a **quantified ROI** (ESI, CSI, etc.)
- **Consistency** of nominations over 12 months
- **Smoothing** budget spend – over & under spend
- Effective communication – **success stories**
- Management/HR **report interpretation**



Recognition – Return on Investment



Impact on SBSA

- TrueBlue has evolved *to equal, if not better*, RPI Best Principles & Practices
- TrueBlue occupies a *strong recognition branding*
- Embedded in *philosophy & core values*
- Visual EXCO *credibility*
- Staff evaluation rating deviation *right of normal performance distribution*
- Winner of **Ask Africa Award** (Customer service):
 - **Top** bank in Africa
 - **5th** top company in Africa



In conclusion



Alignment Model



Before the fact incentives

After the fact recognition

Acknowledgement: Aligning the Human Performance System, D.Tosti & J.Amarant, HPT Handbook, 2006



In conclusion.....

***Feedback
is the breakfast
of
Champions!!!!***

