



Staff Appreciation Plan

Bauer Staff Appreciation Plan
ATTEND to Me! APPRECIATE Me! APPLAUD Me!

Background

The *Bauer Staff Appreciation Plan* was developed in 2018 and informed by feedback provided by staff at all levels of the company (direct service staff, supervisors, managers, leadership). This feedback was gathered by *People Element*, an independent staff retention consulting company who identified staff appreciation as one of four themes requiring attention for improved staff retention. Feedback within this theme revealed:

- Staff want to be seen as ***Individuals*** with unique interests, families, and important events outside of work, thus provided with respect and grace when their individuality collides with work.
- Staff want to feel ***Appreciated*** for choosing to work with underserved children and families in the communities we serve, thus thanked for the small things and asked to contribute their knowledge and expertise to decisions that impact their daily work.
- Staff want to be ***Recognized*** for their work accomplishments, thus celebrated by their supervisors, managers, leadership, Board of Directors, and community stakeholders.

Lastly, staff expressed a desire to have more ***Fun*** at work, feeling greater connection with colleagues who share the commitment to service work and lightening the spirit when feeling challenged by the work.

Organization

CAST (managers and supervisors) and the Leadership team (CEO, CFO, Directors) worked in groups over a period of months to identify strategies for improvement in each of the feedback areas and organized the appreciation plan accordingly:

ATTEND to Me! *See me as an individual*

APPRECIATE Me! *Appreciate my contribution to the work*

APPLAUD Me! *Recognize me for accomplishments*

In addition, staff volunteers from across the agency created the Sunshine Squad whose sole purpose is to facilitate FUN! The Sunshine Squad worked to define “FUN” (e.g. What does FUN look like at work?) and identify fun-focused activities that would promote collegiality. In addition, the Sunshine Squad assisted in the development of the appreciation plan by ensuring that CAST and Leadership sponsored activities were infused with FUN as well. Lastly, responsibilities were assigned to the group from which staff wanted it (Sunshine Squad/peers, CAST, or Leadership) and can be found on the *Schedule of Responsibilities*.

Training, Implementation and Monitoring

CAST and Leadership members hired after 2018, will be trained on the *Bauer Staff Appreciation Plan* no later than 90 days after hire. The Sunshine Squad, CAST, and Leadership will use the annually updated *Schedule of Activities* to intentionally plan appreciation activities. Monthly, leaders of each group (Squad Leader, Managers, Directors) will additionally use the *Schedule of Activities* to ensure full implementation of the plan.

Assessment and Reporting

Throughout the year, a variety of tools will be used to assess the success of individual activities and the plan as a whole (e.g. surveys). In addition, the impact of the execution of this plan on staff retention will be assessed by *People Element*. All assessment information will be utilized to improve and inform the development of future annual staff appreciation plans and will be shared with staff and Bauer governing bodies.

ATTEND to Me! <i>Seeing staff as Individuals</i>	
Sunshine Squad	
Monthly	<ul style="list-style-type: none"> • Come if You Can activities (e.g. movies, bowling, Merlin’s Beard) • Provide a Welcome gift/note for New Hires • Facilitate a Spirit Day (e.g. crazy hair day)
Quarterly	<ul style="list-style-type: none"> • Facilitate friendly competitions (e.g. Fantasy Football, March Madness, Oscars, chili cook-off) • Identify interest in and facilitate Bauer Sports Team (e.g. softball, volleyball)
Annually	<ul style="list-style-type: none"> • Organize a staff family-friendly event
CAST	
Daily/Weekly/Ongoing	<ul style="list-style-type: none"> • Demonstrate caring and grace in personal emergencies • Rounding: develop relationships through routine check-ins • Recognize birthdays, births, etc., through internal communications (e.g. Monday Memo) and cards • Communicate birth and adoption of children and deaths of loved ones to Leadership swiftly • Personalize “gifts” (e.g. favorite snack, interests)
Monthly	<ul style="list-style-type: none"> • Birthdays: celebrate all staff with birthdays occurring in month with a treat • Supervision: develop relationships/demonstrate caring through connecting conversations
Leadership	
Daily/Weekly/Ongoing	<ul style="list-style-type: none"> • Demonstrate caring and grace in personal emergencies • Celebrate birth and adoption of children with card and gift • Communicate support for staff hospitalizations, death of loved one with card sent to staff’s home. Send gift/charitable donation for death of immediate family; staff hospital stays for 3 days or more. • Allow staff not employed in the Bauer Youth program and 21st Century Program to use those services. Allow staff to attend family activities with their own families (e.g. Family Fun Nights).
Monthly	<ul style="list-style-type: none"> • Rounding: develop relationships through routine check-ins • Invite staff input on meeting agendas • Provide a Welcome Gift and note from CEO



APPRECIATE Me! <i>Expressing Appreciation for Contributions to the Daily Work</i>	
Sunshine Squad	
Quarterly	<ul style="list-style-type: none"> Determine fun theme for fall and spring All-Agency meetings (e.g. favorite sports team shirts)
Annually	<ul style="list-style-type: none"> Recognize Boss's Day Determine theme and organize fun activities for Bauer Training Institute Provide suggestions to Leadership for staff-focused Holiday Party
CAST	
Daily/Weekly/Ongoing	<ul style="list-style-type: none"> Rounding: develop relationships/demonstrate gratitude through routine check-ins Recognize activities conducted by staff through Facebook Support and participate in activities organized by the Sunshine Squad Manage-up staff for behaviors we want repeated (e.g. notes)
Monthly	<ul style="list-style-type: none"> Provide interactive meetings & training Invite staff input on meeting agendas "Bauer Buddy" Exchange
Quarterly	<ul style="list-style-type: none"> Facilitate pitch-in lunch/breakfast "Bauer Buddy" Adventures (add a feature of his travels, take photo, update on Facebook, and share at All-Agency) Insert photos of staff at work into PowerPoint for upcoming All-Agency meeting
Annually	<ul style="list-style-type: none"> Recognize Administrative Assistant, Teacher Appreciation, Youth Worker Days, Social Worker Days, etc.
Leadership	
Daily/Weekly/Ongoing	<ul style="list-style-type: none"> Support and participate in activities organized by the Sunshine Squad Ensure provisions of easily accessible communication of Sunshine focused events (e.g. staff only Facebook page) Manage-up staff for behaviors we want repeated Provide staff ability to order Bauer apparel throughout the year Provide business cards for CAST Provide lapel name tags for CAST
Monthly	<ul style="list-style-type: none"> Rounding: develop relationships/demonstrate gratitude through routine check-ins Invite staff input on meeting agendas
Quarterly	<ul style="list-style-type: none"> Provide interactive meetings & training Present PowerPoint of staff at work at upcoming All-Agency meeting Provide food at All-Agency meetings



APPLAUD Me! <i>Recognizing group and individual work accomplishments</i>	
Sunshine Squad	
Quarterly	<ul style="list-style-type: none"> • Celebrate work anniversaries at All-Agency meetings with FUN!
CAST	
Daily/Weekly/Ongoing	<ul style="list-style-type: none"> • Manage-up and/or provide small gift to staff for work accomplishments • Recognize staff achievement of certifications and degrees on Facebook • Prioritize and consistently share email shout-outs to individuals
Monthly	<ul style="list-style-type: none"> • Recognize staff achievement of certifications and degrees in monthly reports, newsletters, internal communications, Facebook (e.g. Monday Memo) and treat
Quarterly	<ul style="list-style-type: none"> • Celebrate work anniversaries at All-Agency meetings with FUN!
Annually	<ul style="list-style-type: none"> • Recognize work anniversary's through internal communications (e.g. Monday Memo) and All About Me Items
Leadership	
Daily/Weekly/Ongoing	<ul style="list-style-type: none"> • Prioritize and consistently share email shout-outs to groups
Monthly	<ul style="list-style-type: none"> • Invite staff to BOD meetings to share accomplishments and to be recognized
Quarterly	<ul style="list-style-type: none"> • Celebrate work anniversaries at All-Agency meetings with certificates and gifts for benchmark years • Celebrate work anniversaries on Facebook with group photo from All-Agency • Share accomplishments through data, impact, and connection to mission • Recognize managed-up staff at All-Agency meetings • Invite agency stakeholders to All-Agency to assist in recognizing accomplishments (e.g. BOD chair, Mayor, United Way)
Annually	<ul style="list-style-type: none"> • Recognize work anniversaries with card sent to staff homes

