

## Recognition Questionnaire for Focus Groups

Facilitator defines the three types of recognition: day-to-day (or spontaneous), informal and formal.

Q. What kind does your organization deliver most effectively?

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Q. What kind does it deliver least effectively?

\_\_\_\_\_

Q. What kind of recognition do you prefer to receive:

Private one-on-one with supervisor/manager \_\_\_\_\_

Public as in a staff meeting or forum \_\_\_\_\_

A written commendation to your file \_\_\_\_\_

A certificate \_\_\_\_\_

Peer recognition \_\_\_\_\_

Other forms of recognition? \_\_\_\_\_

Q. How important is it to get frequent positive feedback about your work?

\_\_\_\_\_

Q. How comfortable are you getting this kind of feedback?

\_\_\_\_\_

Q. How comfortable are you giving this kind of feedback?

\_\_\_\_\_

Q. How often do you get this kind of feedback from:

Your supervisor \_\_\_\_\_

Peers in your division \_\_\_\_\_

Someone you manage \_\_\_\_\_

Someone from a different division? \_\_\_\_\_

Q. How often do you give feedback to:

Your supervisor \_\_\_\_\_

Peers in your division \_\_\_\_\_

Someone you manage \_\_\_\_\_

Someone from a different division? \_\_\_\_\_

Q. What effect does getting positive feedback have on:

The quality of your work

\_\_\_\_\_

Your motivation

\_\_\_\_\_

Your attitude?

\_\_\_\_\_

Q. What would you like to be recognized for:

- Customer Service (internal and external)
- Quality
- Respect
- Integrity
- Openness
- Accountability
- Technical Expertise
- Work Outputs
- Length of Service

Q. How would you prioritize these? (1 = most important)

Q. Should external and internal customers be able to recognize our people?

Yes \_\_\_\_\_ No \_\_\_\_\_

Q. What do we need to deliver exceptional recognition?

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Any additional thoughts/comments:

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