

Never Underestimate the Power of a Thank-You **Cash Vs. Non-Cash Employee Rewards**

Excerpt from article in HR Magazine by Diane Cadrain

Are cash rewards the most effective ways of saying thanks to your employees? It's a significant question for employers that have suffered through the nation's current economic woes and are strapped for cash. Cash is not the only – or even necessarily the best – way to motivate workers. Cash doesn't reinforce brand loyalty and employees may come to expect a regular cash payout.

When trying to decide between cash and non-cash awards, take a look at these two factors: **1.) The behavior being rewarded.** Do you want to award employees for the effect of their performance on the bottom line, or on how they live company values? For example, *performance-based* awards such as exceeding sales expectations can be rewarded with hard cash because their performance has translated into economic benefits for the company. *Value-based* awards are more subjective. They reward behavior such as teamwork or traits such as ability to build morale. These awards do not have to be cash based to work effectively. **2.) The recipients.** You have to make sure you understand your employees and what motivates them. Look at both demographic and psychological factors. For example: an entry-level customer service employee may have more basic needs and might prefer cash, but established sales representatives earning higher incomes might prefer something that enhances their self-esteem.

To delve into these psychological factors, ask employees what types of behaviors they'd like recognized, and how. A survey takes out the guesswork, and employees will appreciate the fact that you asked.

D. Gallant Management Associates provides a very similar service that can help your company gather the opinion of your employees. Call us today, and ask about our Employee Opinion Surveys.

Here are a few suggestions of Non-Cash and Non-Salary Type Rewards:

- Let each person know when his or her work or some part of it has improved.
- Give employees books related to their interests and career goals.
- Have ice cream socials to celebrate milestones.
- Take the team to lunch.
- Have dress down days at the end of difficult projects.
- Send flowers to their homes on special occasions.
- Show an interest in their personal lives. Ask questions.

Community Support: *Check out a few of our most recent and **upcoming** contributions...*

The **Boys & Girls Club** of Lewiston/Auburn hosted their 9th Annual Golf Classic on May 28th at the Poland Spring Country Club. The tournament features a four player scramble format and a number of individual competitive events! D. Gallant Management Associates was a Greens Tee Sponsor at the event contributing to many prize give-a-ways as well as supporting the philosophy of the Boys & Girls Club.



DON'T MISS US! June 12th & 13th, at the **Maine Businesses for Social Responsibility (MEBSR) Annual Conference** being held at The Colony in Kennebunkport. Stop by our booth and enter to win some great prizes! Roxanne Bradshaw of D. Gallant Management Associates will be presiding at this year's event as the outgoing chairperson of the board!

PERFORMANCE APPRAISALS: SOME IMPROVEMENT NEEDED

After surveying 2,600 U.S. workers, New York based Mercer Human Resource Consulting found that only one third of responding workers even had a formal performance appraisal in the previous 12 months and that only 29% of employees believe their performance is rewarded when they do a good job.

Some high marks were awarded by workers for performance management including: 61% agree or strongly agree with the assertion that “I have clearly defined performance goals and objectives.” The same percentage say that they understand how their performance is evaluated.

However, there were some low marks: Only 42% of respondents say their manager gives them regular feedback on their performance. The same number believes that “Employees in my department who perform poorly are appropriately managed.” Only 25% say their manager coached them to improve their performance.

Mercer states that “if ever employers needed a compelling reason to pay close attention to their performance management programs, this is it.”

D. Gallant Management Associates has developed performance appraisal systems for many of our clients with excellent feedback and positive results. Call us today for more information on this valuable service.

CONGRATULATIONS to the
WINNERS of the STONEWALL
KITCHEN BREAKFAST BASKETS...

Linda J. Haft, SPHR
Human Resources Manager
Kids Peace National Centers of New England

Cheryl Feldpausch
Human Resources Manager
Fisher Engineering

Both Linda and Cheryl visited D. Gallant Management Associates' exhibitor booths at the HR Conferences held at the Marriott Sable Oaks and the Samoset.

**AGAIN,
CONGRATULATIONS!**



CURRENT JOB OPPORTUNITIES

Great Bay Foundation

- Program Officer

Maine Cardiology Associates

- Business Office Manager
- Clinical Operations Manager

Mercy Hospital

- Director of Quality Improvement, Accreditation and Licensure

Please call John Manning, Senior Associate, at (207) 773-4800 for more details.

IT'S NOT TOO LATE! To Sign-Up for Two of Our Public Seminars being held in Portland...

Basic Supervisory Skills – June 6th
Presented by Roxanne Bradshaw, Senior Associate

Advanced Supervisory Skills – June 13th
Presented by Deborah Gallant, President

Call our Office Manager, Michelle Castle, today at (207) 773-4800
