



The Safety Zone

The Newsletter of the AHA Workers' Compensation Self-Insured Trust

Giving thanks for good performance

Employees respond to recognition and rewards

According to U.S. workers, the most common form of recognition their employer provides them is salary increases based on merit. Less than a third said that direct supervisors express verbal or written appreciation, and only about 1 in 4 reported that their organization uses performance-based bonuses or promotions as a form of recognition. These were some of the findings of a survey released by the American Psychological Association (APA) Center for Organizational Excellence.

Employees who said that recognition practices are fair, that direct supervisors provide recognition effectively, and that they value the recognition they receive, reported a variety of positive outcomes. They reported higher levels of job satisfaction, a greater likelihood to work harder because of the recognition they receive, stronger motivation to do their best, and a greater sense of feeling valued. In addition, employees who received recognition more recently also reported higher levels of satisfaction, motivation and work effort.

Additional finding from the survey include:

- **More than a quarter of working adults said that written or verbal appreciation from their direct supervisor is important, but when it comes to the types of recognition that working Americans say are important to them, money tops the list.** Six out of ten employees cited merit-based salary increases as important, followed by fair monetary compensation, performance-based bonuses, and promotions or advancement.
- **Men and women reported that recognition in general is equally important to them,** but men were more likely than women to report being satisfied with their employer's recognition practices, to believe that recognition is provided fairly in their organization, and to say their supervisor provides recognition effectively.
- **Although 4 in 10 employees reported working remotely at least sometimes, no significant relationships were found between employees working remotely and their satisfaction with recognition or how long they plan to stay with their current employer.**



news & notes

RECOGNIZE SUCCESS

Only about half of American workers say they feel valued by their employer, more than a third haven't received any form of recognition in the past year and just 47 percent say recognition is provided fairly.

These were among the findings of a survey by the American Psychological Association (APA) Center for Organizational Excellence. See it here: www.apaexcellence.org/assets/general/employee-recognition-survey-results.pdf.

Employee recognition efforts reward individuals and groups for their contributions to the organization and can take various forms.

Although a majority of working Americans reported that their employer provides some type of recognition, less than half said their organization recognizes employees for individual job performance.

Less than a third said that team performance is recognized, and even fewer reported that their employer provides recognition for companywide results, or engaging in behaviors consistent with the organization's values.



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10 creative problem-solving tips

1. **Brainstorm.** Get a group together and generate as many possible solutions as you can. Then pick the best one.
2. **Ask coworkers to help.** A team can produce excellent results.
3. **Break big, complicated problems down into smaller parts.** Then solve each part individually.
4. **Use a visual approach.** Draw the problem out using diagrams, charts, etc.
5. **Find analogies.** Make connections to other problems and solutions. For examples, if you have a problem at work, think about a similar problem you had at home and how you solved it.
6. **Reverse the problem.** By flipping the problem, you may be able to get a different perspective and perhaps come up with some different solutions.
7. **Ask "why" five times.** In this method, invented by the Japanese, each time you ask why, you dig deeper until you get to the root of the problem.
8. **Use opposite thinking.** For example, you lose your keys in the grass one night. Logically you might think that you should wait for morning to look for them in the daylight. But opposite thinking would tell you to look now, in the dark. Why? Because in the dark you can use a flashlight. Keys are shiny. They'll be easier to spot when caught in a beam of light.
9. **Start with a solution.** Imagine that the problem is solved. How would that look? How would things work? This kind of thinking can sometimes lead you back through the problem to the root cause.
10. **Sleep on it.** Let your subconscious mind work on the problem.

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Got News?

Do you have news that needs to be circulated or have a subject you would like for us to address? Let us know by emailing the newsletter editor at tcreel@arkhospitals.org.

AHA Workers' Compensation Self-Insured Trust Program is administered by Risk Management Resources (RMR), a division of BancorpSouth Insurance Services, Inc. www.bxsi.com. In March 2003 the AHA Workers' Compensation Self-Insured Trust was established. The program provides workers' compensation coverage to AHA members.

Risk Management Resources, the administrator for the program, assists members in the areas of claims management, safety and loss control. Tina Creel, of AHA Services, Inc., is the Group Manager of the Trust and provides oversight of the day-to-day operation of the Trust.

The Board of Trustees provides oversight of the overall operation of the Group Trust.