

Empowering, Supporting, And Encouraging Team Members

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I learned a great "nugget" of wisdom from one of my former assistants years ago: *"Late recognition is weak recognition."* The sooner we recognize and support a new team member's service, the more significant and powerful that recognition becomes. I'd like to assure that the new team members receive this recognition and support right after (the day of) their first service experience, and then on a continuing, consistent basis thereafter!



The Value of Recognition / Encouragement

According to recognition expert Dr. Bob Nelson (@DrBobNelson1), 58 percent of workers report that they seldom, if ever, receive a "thank you" from their boss for a job well done. Employees perform better, are more loyal, have improved morale, decreased absenteeism, and are happier on the job when their efforts are recognized.

According to a poll conducted by Maritz Research, employees who are recognized on the job are:

- 5 times more likely to **feel valued**
- 7 times more likely to **stay with the company**
- 6 times more likely to **invest in the company**
- 11 times more likely to feel **completely committed to the company**

(The terms "employees" and "company" apply to our CM team members and Harvest! It's human nature!)

Ways To Encourage / Recognize CM Team Members

1. **Pray For The Team** – The more you pray for your specific team members, the more compassion and sensitivity you'll feel for them. This will directly "transfer" to them as you greet them in the hallways, or in their rooms.
2. **"MBWA"** (Ministry **B**y Walking **A**round) – Before, during, or after a service, walk around your area and "step into" the team members' classrooms. Thank them for their service, ask if they need anything, compliment them on something specific, and remind them of their vital importance! As part of the "MBWA," pray for the team members (confidence, wisdom, creativity, etc.)
3. **Gift Cards*** – Cautious, yet regular use of gift cards to reward excellence in preparation, faithfulness, consistency, etc. Gift cards must be accompanied by a personal note or card in order to have the full effect! (Starbucks, movies, restaurants, frozen yogurt, juice/smoothies, etc.)
4. **Hand-written Thank You Notes** – Personal hand-written notes to a specific team member for a specific recognition! In today's age of electronic communications, hand-written notes are priceless!
5. **Thank-you Texts** – Even though these aren't hand-written, they are still effective IF they are personal!
6. **Thank-you Emails (personal)** – Emails aren't as "popular" as they used to be, but they can still be a valuable form of appreciation if they are personal and specific! A group email is okay, but not as powerful as a personal one!
7. **Goodies Before Service*** – Donuts, baked goods, fruit, etc. These can be given at the pre-service prayer time, or walked around at check-in. Make sure the goodies come with a personal, face-to-face comment of appreciation.



8. **“Corporate” Recognition** – Highlighting the excellence of a specific team member (or classroom team) “in front of” other team members is powerful! These can be done via email, but they are most effective at the pre-service meeting! Make sure the service supervisor knows of this ahead of time.
9. **Coffee With You*** – An enjoyable, relaxing time together during the week. Remember to not meet with a team member of the opposite sex unless your spouse joins you. This can be a group (2 or 3 team members) meeting as well, but it is not as powerful as a one-on-one time.
10. **Lunch With You*** – An enjoyable, relaxing time together after church on Sunday. Remember to not meet with a team member of the opposite sex unless your spouse joins you. This can be a group (2 or 3 team members) meeting as well, but it is not as powerful as a one-on-one time. The use of food as an encouraging “tool” is something that Jesus modeled regularly!
11. **Morphing Trophy*** – A somewhat humorous, yet significant award for excellence. The monthly (quarterly?) trophy for excellent service, is awarded to a team member (during the pre-service meeting). The team member is instructed to add something to the trophy as a personal memento (sticker, etc.) before he/she returns it to the coordinator. The trophy “morphs” into a piece of “art”!
12. **“Award-winning Team” Doorway** – The “award-winning” teaching team is recognized by stars on the classroom doorposts, or golden streamers, etc.
13. **“Academy Awards” Lunch*** – After church, during each rotation, hold an “Academy Awards” type award ceremony for the CM team (with food). Awards are given to each team member (“Best Preparation,” etc.). (If every department does this, this may replace the “appreciation banquet”?)
14. **Birthday Celebrations** – Personal recognition of a team member’s birthday. This shouldn’t be the “same, old thing” message or card. Creativity is definitely required here! These recognitions can be during the pre-service time, or through the mail, or via Social Media.
15. **Parking Spot Reservation** – The team member is recognized (for excellence in preparation, faithfulness, creativity, or skills) by being given a reserved, “prime spot” for parking at Harvest. This may last only 1 or 2 weeks, but it will be prized, and sought-after!
16. **“Behind The Scenes” Award*** – Create an award that recognizes those who do things “behind the scenes,” and who aren’t regularly recognized.
17. **Candy Bar Recognition*** – Give the team member a candy bar that is entitled appropriately (“Almond Joy” for a joyful person, etc.). Make sure that the candy bar is accompanied by a personal, hand-written card of specific appreciation for a specific team member.
18. **CM Lanyard Pins*** – Disneyland-style pins for specific accomplishments. We would design the pins, and have them ready for you to use whenever you feel a team member is worthy.
19. **Adjust The Service Schedule or Age Group** – To make sure that the team members are happy, make sure that they are serving in their “comfort zone” (correct age group, correct service time). Adjust this whenever possible!
20. **Use Them As Mentors For New Team Members** – Affirm a team member’s value by elevating him/her to a position of “master teacher” or “mentor” for new team members. This elevation can be based on “performance” (teaching skills, small group discussion ability, classroom management, etc.), or on “heart” (faithfulness, sacrifice, preparation, etc.).
21. **Ask For Ideas or Suggestions** – Few things are more affirming than asking a team member for his/her suggestions or ideas. Make this a possible part of your “MBWA” experience.

