

# Member Development and Support – Recognition

(New Program Start-up Institute, Memphis)

## Ideas

### Red Group (National Direct Programs)

- At least once a week have team meetings with staff and members to reflect on the week's challenges and successes
- Staff meetings have 'thumbs-up' recognition opportunities where it is peer to peer, all are read at staff meetings, you get name put into a drawing to win a prize
- More formal, end of service ceremony that recognizes everyone
- Chat room
- Bi-monthly 1:1 phone check-ins
- Team recognition at each site – web as part of larger conference call all involved
- Year of service event – multi-state with luncheon
- Community spotlight – recognition of individuals and / or teams . . . involve your partners at local level
- Involve members in National event opportunities
- Define member milestones – incentives, trips, training
- Movie tickets with cards – holidays / books ex. Giving
- Members complete “service accomplishments” twice a year where they reflect on their experience and document

### Blue Group (State Programs 1)

- Recognition – targeted to audience
- Budget approved for recognition
- Give time off rewards
- Do fun stuff!
- Give spirit of service awards – nominated by other members
- Member appreciation days
- Sharing / feedback from beneficiaries
- Create a newsletter (radio, TV station, etc) where they can share their achievements with other people
- AmeriCorps gear
- Share “great stories” or personal proud moments
- Regional conference to recognize members
- Field day with members, i.e., Great America trip if budget allows

### Green Group (State Programs 2)

- Member on staff serves as a mentor to member – sounding board
- Celebration dinner – male / female recognition award for members
- Warm fuzzies from supervisors – fanciness at dinner
- Christmas / Life after AmeriCorps party at cabins in a state park
- Pictures of members at each site with “spotlight” blurb, newsletter
- Recognize in the moment, recognition by supervisor and peers



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## Green Group (State Programs 2) – Cont'd

- Acknowledge accomplishments publicly
- Project feature – small bio
- Member features, i.e., newsletter
- Reward with expanded opportunities
- Peer awards
- Corps member of the month
- T-shirts: program-specific, member designed
- Success stories
- Send recognition letter to member and cc to supervisor
- Media recognition, i.e., press release throughout year
- Just say, “thank you”
- Combine recognition with training

## Questions / Challenges

### Red Group (National Direct Programs)

- Define what is accomplishment – it’s different for different people
- Supervisors have different capacities to recognize
- How to recognize members when they will be working in an environment where staff recognition is not a priority
- Budget – not enough funds for recognition
- Clashing personalities between members and site supervisors and limited resources for conflict resolutions – time / money
- Reverse effects of praise / spotlighting makes underperformers feel singled out
- Limited time for recruitment = selected members that are not a good fit = poor retention (i.e., red flags are missed)
- Need bigger applicant pool to get the best fit
- Include staff in recognition – don’t create divisions between staff and members

### Blue Group (State Programs 1)

- Sometimes we would like to have activities of recognition but we don’t have any extra budget for this
- Form teams with no regard for geography
- Who is responsible for recognizing standouts? No input from staff, No meetings to identify, Not done in a timely manner
- How do you ensure that feedback is accurate from site coordinator?

### Green Group (State Programs 2)

- How to do recognition without a lot of funding? Logistical problems – spread out
- Which recognitions are most meaningful?
- Recognition ceremony difficult when members start and stop at different times



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