



Reward and Recognition on a Limited Budget: Surface vs. Substance

Webinar T2522

Tuesday, September 1, 2009
9:00 a.m. – 10:00 a.m. (CST)

Overview

Three different companies gave the same annual reward. Even though the reward was identical, from company to company it had three different levels of effectiveness, ranging from very high to very low. What made the difference? Effective reward and recognition programs reflect the philosophy of the organization and build on its goals and objectives. Ineffective programs can set up an adversarial relationship between the organization and its employees. It doesn't matter whether you have an existing reward and recognition program or are starting one from the ground floor. The principles and focus of this session will identify tools you can use to make the most of your investment, whether you have a large budget or just a few dollars to spend.

Target Audience

CEO, COO, CNO, HR director, medical director, nursing leadership, department manager, professional staff nurses, clinical staff, and nursing home administrator

Program Topics

- Introduction - The dignity and respect approach
- Difference between reward and recognition
- Misconceptions of reward programs and why some don't work
- Ongoing process of recognition
- Commercial reward programs vs. developing your own
- Use local resources
- Low cost/no cost ideas

Objectives

At the completion of this program, the participant will be able to:

- Explain the difference between reward and recognition
- Identify current reward and recognition activities, whether formal or informal
- Determine goals for reward and recognition that support company objectives

Faculty

Gail Pursell Elliott has over 20 years experience in administration, education, motivation and human resource consulting. She is the author of several books and has presented numerous times to a wide range of audiences, and is a graduate of Penn State University.

Continuing Education

Certificates of Attendance will be issued to all registrants attending this audio conference. These certificates should be placed on file at your hospital as evidence of attendance. Certificates of Attendance will not be awarded for taped sessions.

Registration

\$170 for AHA members

The registration fee includes **one connection and site fee**. One or more individuals from the same facility may participate for the same fee. Participants are encouraged to log in 15 minutes prior to the start of the program, as the program will begin on time.

Participants should register at least five business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. If you have not received confirmation via the e-mail provided on the registration form at least three business days prior to the event, please contact Romeeka Taylor at 501-224-7878, or via e-mail to rtaylor@arkhospitals.org.

Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.

Prior to the event, you will receive instructions and passwords for accessing the event, along with the slide presentation and other resource materials. It is the responsibility of the registrant to download and/or access presentation materials prior to the day of the event. If your e-mail address changes, you do not receive an e-mail with instructions from AHA or if you are unable to download or open presentation materials, please contact AHA two days prior to the event to allow time to address the issue.

Substitution, Transfer and Cancellation Policy

Refunds, minus a \$25 processing fee, will be granted if requests are received in writing by the AHA at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted. Fax refund requests to Romeeka Taylor at 501-224-0519.

REGISTRATION FORM

Reward and Recognition on a Limited Budget: Surface vs. Substance

Webinar T2522

Tuesday, September 1, 2009

Registration Fee **\$170 for AHA members**

Registration fee covers one or multiple participants at one location (**one connection per registration**) and includes one set of instructional materials/handouts. Upon receipt, additional handouts can be copied.

Name and Title of Contact Person _____

Organization _____

Mailing Address _____

City, State, Zip _____

Telephone _____ Fax _____ E-mail _____

Method of Payment

Check in the amount of \$_____ payable to the Arkansas Hospital Association is enclosed.

Credit Card # _____ Visa MasterCard

Cardholder's Billing Address (including zip code) _____

Expiration Date _____ Name on card _____

Signature _____

Mail form and payment to

Romeeka Taylor, Registrar, Arkansas Hospital Association, 419 Natural Resources Drive, Little Rock, AR 72205; 501-224-7878; or fax form with credit card information to 501-224-0519.