

## Recognizing Your Service Desk: Rewards Made Simple & Inexpensive

Raise your hand if you feel you recognize your team enough. Now raise your other hand if you feel you get rewarded and recognized enough. Now you know there's a disconnect, but what can you do about it? More importantly, what can you do with the limited time you have each day, each week and each month?

Join Phil Gerbyshak, author of “The Service Desk Manager's Crash Course and call center management expert, as he shares his tips on how you can reward and recognize your team without breaking the bank - or your schedule.

### Key Learnings.

- How to create a recognition program that works
- How you can recognize your team each day, each week, each month, and each year.
- What rewards really matter to your team, and why they matter.



**Phil Gerbyshak**

Author and Call Center  
management expert

## Question 1:

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How many feel they  
reward and/or  
recognize their team  
enough?

## Question 2:

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How many feel they are recognized enough by their manager or leadership team?

# Why this disconnect?

- We don't know how often, what what, and when other people want to be rewarded recognized.
- We worry about rewarding and recognizing too frequently.
- We're lazy
- We don't like to recognize and people

# More reasons for disconnect

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- We feel we can't afford to reward and recognize people
- Some people don't deserve to receive rewards and recognition
- We don't have it on our calendars as part of our daily routine



# Disengaged Workers

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- 22 million
- >\$250 million

# 3 Assumptions

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- 1) Your team is paid a fair wage
- 2) You (or someone in leadership) sees your team in action
- 3) You care about your team







Effective R&R




"There are two things people want more than sex and money - recognition and praise."











thanks



**I am  
different**



**Specific**

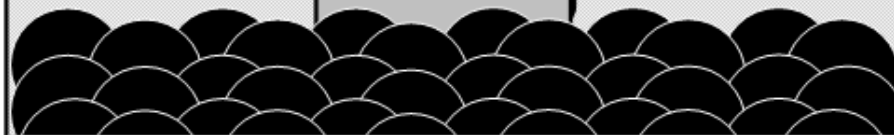
Sun	Mon	Tue	Wed	Thu	Fri	Sat

# Sincere!

You have to mean what you say!

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THANK YOU.  
|



The most cost effective employee  
recognition program ever devised.

# When to recognize your team?

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“Recognition is like bathing. You need to do it every day or soon you will smell bad.” – Phil Gerbyshak

**#1 Best Way to Create a Culture  
of Rewards and Recognition?**

January 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	1	2	3	4	5	6	7
2	8	9	10	11	12	13	14
3	15	16	17	18	19	20	21
4	22	23	24	25	26	27	28
5	29	30	31				

February 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
5				1	2	3	4
6	5	6	7	8	9	10	11
7	12	13	14	15	16	17	18
8	19	20	21	22	23	24	25
9	26	27	28	29			

March 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
9					1	2	3
10	4	5	6	7	8	9	10
11	11	12	13	14	15	16	17
12	18	19	20	21	22	23	24
13	25	26	27	28	29	30	31

April 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
14	1	2	3	4	5	6	7
15	8	9	10	11	12	13	14
16	15	16	17	18	19	20	21
17	22	23	24	25	26	27	28
18	29	30					

May 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
18			1	2	3	4	5
19	6	7	8	9	10	11	12
20	13	14	15	16	17	18	19
21	20	21	22	23	24	25	26
22	27	28	29	30	31		

June 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
22						1	2
23	3	4	5	6	7	8	9
24	10	11	12	13	14	15	16
25	17	18	19	20	21	22	23
26	24	25	26	27	28	29	30

July 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	1	2	3	4	5	6	7
28	8	9	10	11	12	13	14
29	15	16	17	18	19	20	21
30	22	23	24	25	26	27	28
31	29	30	31				

August 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
31				1	2	3	4
32	5	6	7	8	9	10	11
33	12	13	14	15	16	17	18
34	19	20	21	22	23	24	25
35	26	27	28	29	30	31	

September 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
35							1
36	2	3	4	5	6	7	8
37	9	10	11	12	13	14	15
38	16	17	18	19	20	21	22
39	23	24	25	26	27	28	29
40	30						

October 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
40		1	2	3	4	5	6
41	7	8	9	10	11	12	13
42	14	15	16	17	18	19	20
43	21	22	23	24	25	26	27
44	28	29	30	31			

November 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
44					1	2	3
45	4	5	6	7	8	9	10
46	11	12	13	14	15	16	17
47	18	19	20	21	22	23	24
48	25	26	27	28	29	30	

December 2012							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
48							1
49	2	3	4	5	6	7	8
50	9	10	11	12	13	14	15
51	16	17	18	19	20	21	22
52	23	24	25	26	27	28	29
1	30	31					

**1 Jan** New Year's Day  
**16 Jan** Martin Luther King Day  
**12 Feb** Lincoln's Birthday  
**14 Feb** Valentine's Day  
**20 Feb** Presidents Day  
**21 Feb** Mardi Gras Carnival  
**11 Mar** Daylight Saving (Start)

**17 Mar** St. Patrick's Day  
**1 Apr** April Fool's Day  
**6 Apr** Good Friday  
**8 Apr** Easter  
**9 Apr** Easter Monday  
**5 May** Cinco de Mayo  
**13 May** Mother's Day

**19 May** Armed Forces Day  
**27 May** Pentecost  
**28 May** Memorial Day  
**28 May** Pentecost Monday  
**14 Jun** Flag Day  
**17 Jun** Father's Day  
**4 Jul** Independence Day

**3 Sep** Labor Day  
**11 Sep** September 11th  
**17 Sep** Citizenship Day  
**28 Sep** Native American Day  
**8 Oct** Columbus Day  
**16 Oct** Boss's Day  
**20 Oct** Sweetest Day

**31 Oct** Halloween  
**4 Nov** Daylight Saving (End)  
**11 Nov** Veterans' Day  
**22 Nov** Thanksgiving  
**7 Dec** Pearl Harbor  
**25 Dec** Christmas Day  
**31 Dec** New Year's Eve

Calendar & Holidays

2012

Calendar-365.com





# What can you do in 5 minutes?

- Hand write 1 thank you note
- Purchase 1 Amazon gift card
- Get up from behind your desk and say thank you
- Share 1 article



# Connect with Phil Gerbyshak



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- Articles at <http://philgerbyshak.com>
- Facebook me: <http://facebook.com/philgerb>
- Learn from other managers in our LinkedIn Group: <http://mkesm.co/hdmccli>
- Be a better service desk manager: <http://bit.ly/servicedeskcrashcourse>



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