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## SOPA<sup>®</sup> Recognition Reports

When we **recognize** our employees and staff in the workplace for consistently doing safety observations, this simple gesture does more than you might think. Simple recognition is about giving credit for measurable efforts, but it also strengthens team spirit. A winning team (or department, or plant) is composed of caring co-workers who have each other's back!



### How to Do Recognition

Behavior-based safety processes usually encourage participation in the observation process through some sort of recognition program. In our experience, however, there is no single right way of doing this; SOPA clients implement recognition programs in different ways. For instance, organizations have their own ways of handling a sub-par month for safety observations and rules within the safety program.

A few general recommendations are starting to emerge from research and practical experience. For instance, studies show that congratulating people in a low-key fashion for their participation is more effective than awarding prizes.

*Using SOPA Recognition Reports is a key ingredient in safety processes that connect observing behaviors with improving safety.*

Some workers and managers won't really participate enthusiastically until they

experience a good recognition program. In practice, this kind of positive feedback inspires both the individual (who can feel proud of contributing to the safety of the group) and the business unit (which celebrates the people who care about safety and are doing something about it)!

SOPA makes it easy for managers to generate Recognition Reports — which provide an effective overview of participation by individual, and lets you know who has earned recognition.



## Evolution of SOPA Recognition Reports

There are many ways to track and acknowledge the observation performance of team members. Over the years, our basic approach has been to implement some of the various solutions requested by users of SOPA, so that it now requires less work on the part of safety managers to manage the recognition part of the BBS process.

### Complex

Our first attempt at implementing a recognition plan required someone at the client's committee to verify when observers received awards. We provided a checkbox for them to click; that way, the database was certain that a recognition event (a number of consecutive months at or above the target for observations) had been recognized. If checked, that recognition event was excluded from future recognition reports.

SOPA looks way back in the past to find the longest consecutive string of months, which is why the report takes a few moments to complete. With that found, SOPA then figures out if this string of months qualifies for a defined recognition event. If an observer misses the target number, they start all over and the next recognition is the next one that has never been earned. This was the debut of recognition reports, which was called the **Ratchet Method**. But it had the disadvantage of requiring additional work to verify that the recognition was actually delivered.

### Simpler

Another client had a different way to do recognition, and it led to the second form of recognition reports. For them, the only thing that mattered was the current number of consecutive month since the last time the target was missed. They would still get the recognition rewards they had earned previously. We called this version of recognition reporting the **Reset Method**. But it still required the verification checkmark for each employee who was recognized.

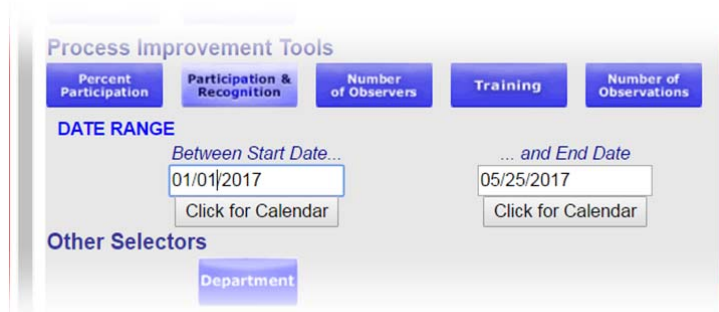
### Currently

Those first two versions led to the third and current Recognition Report that SOPA offers, which we call the **Streamlined Method**. Most clients just keep track of an observer's recognition and award status up to a certain date, a day that can be chosen. This is what we recommend most of our clients use. It's SOPA's default way to compile recognition reports. Now let's go into greater detail about this method.

### "Streamlined" Recognition Reports

The Streamlined Method is SOPA's default way to run recognition reports. In this method, *SOPA does not track whether awards have been given and does not require verification.*

Therefore, it is less effort for the client's safety steering committee to administer.



Most clients simply want to know if an observer qualifies for recognition on a certain date. They take responsibility for tracking who has earned, and who has been given, recognition at a certain level.

SOPA’s recognition algorithm assesses the number of observations on the last day of the month. If you want to see who was due to be recognized at an earlier time, just set the End Date to the last day of the month that you want to check.

We have one client who automatically resets at the first of the year, so that recognition events are always defined for months 1 through 12, and then the new year causes another reset.

### Let’s Be Fair!

When an employee does not have the full opportunity to conduct the target number of observations, they should not be penalized. If you have an employee who was inactive or on vacation for part of a month, SOPA doesn’t force a reset of the number of consecutive months – they get a “pass” for that month.

## Recognition and the Policies Page

RECOGNITION AWARDS	
5. Recognition event for observation and feedback (O&F) training	A BBS Observation Clip Board
6. What event will recognize the first O&F?	Announcement at morning briefing
7. Recognition event for the first month at criterion level (see #4 above)	Name on bulletin board
8. Recognition event for 2 consecutive months	Name on bulletin board
9. Recognition event for 3 consecutive months	Name on bulletin board
10. Recognition event for 4 consecutive months	
11. Recognition event for 5 consecutive months	
12. Recognition event for 6 consecutive months	Observe Safe Behavior coffee mug

Among other parameters you can change (to be discussed in a future *SOPA Observer*), the Policies page is the first step in implementing an observation-recognition strategy. Here is where you set vital parameters that give your recognition program its rhyme and reason. If you enter something in one of the slots for recognition events, SOPA will produce a list of observers who have earned that level of recognition; if you leave it blank, it is not part of the recognition schedule.

### Some Significant Recognition Events

- **training was completed** — now eligible to make observations
- **first observation ever** — an all-important starting point
- **first month at criterion number of observations** — the next milestone
- after that, **the number of consecutive months** at criterion level is the basis for Recognition Events and defines the Recognition Schedule — time to celebrate success!

### How to Start Leveraging Recognition Reports

1. Contact us (to adjust your SOPA reports, if needed).
2. Make sure you and managers know how to use the Policies page.
3. Include Recognition in official accountability standards.
4. Decide what kinds of congratulations can be offered (again, we do not recommend big prizes).