



Brief Precis from
Not-for-Profit Managers' Peer Support Group Meeting
1 September 2017

[Not-for-Profit Managers' meetings hosted by Volunteering Canterbury are held on the first Friday of each month, at Christchurch Community House, to provide an opportunity for NfP Managers to share information, successes and challenges with their peers. As well as this opportunity a specific topic is introduced each month and, where possible, a guest speaker shares their knowledge on the subject. For more information on these meetings, email: outreach@volcan.org.nz]

PERFORMANCE MANAGEMENT: REWARD AND RECOGNITION

Paul Barclay facilitated the discussion on Performance Management: Reward and Recognition.

For those who couldn't be with us, here are a few bullet points from Paul:

Rewards and Recognition.

Formal – usually written in to Employment Agreements or Organisational Policies:

- Salary
- Additional Leave provisions, i.e. annual, sick, Bereavement, Study, Board Day, etc
- Flexible or different starting and finishing hours
- External Supervision
- Professional Development
- Carpark
- Personal use of work phone, laptop, etc
- Vehicle Usage, i.e. between work and home
- Medical Insurance
- Professional Membership Fees
- Koru Membership

Informal – practice rather than policy:

- Attending Workshops and Conferences
- Opportunities on Working Groups
- Mention in staff meetings, i.e. compliments, etc
- Acknowledgement of tenure, i.e. 5 years, 10 years, etc
- Quality Tick, i.e. nomination process by colleagues
- McDonald's Crew Person of the Week
- Day off for Birthday

Specific Example of Informal.

Purple and Orange cards at Arthritis NZ.

Drawn out of pile of cards for effort that has contributed to customer service, Service development, organisational achievements, revenue generation, etc.

Purple – more regularly presented: Ice-cream, Muffin, Coffee, Magazine, Half hour sleep in, scratchy, etc.

Orange – more significant contribution: Bottle of wine, \$50 grocery voucher, movie tickets, Half day off, \$50 Petrol vouchers, etc.