

spotted!

how it works

1 consider it!

Think about positive behaviors or actions you want to recognize. They could be . . .



- living out our credo
- providing exceptional care
- going above and beyond
- any other praise worthy behavior



2 spot it!

Keep an eye out

- watch for and notice great work and excellent interactions

3 write it!

Fill out a **spotted!** card with lots of detail

- spottee - receiving the recognition
- spotter - giving the recognition

Tip: be specific about what was spotted. "I spotted you helping a lost family member and walking them to MCN" is more meaningful than only writing "great work."



4 reward it!

Most valuable step - make it count

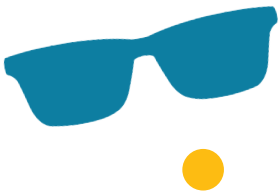
- present the **spotted!** card personally
- do it soon - timeliness links to importance
- explain in detail what you spotted and why it matters
- stay positive, encouraging and grateful
- celebrate



more tips on how it works



What you reward will be repeated. Think carefully about how you use recognition. Remember the unique and important ways that all of your team members contribute to the success of your department and VUMC. Consider recognizing work that is linked to our mission, goals, initiatives and credo behaviors.



Have frequent discussions with your teams about what behaviors/actions support our Culture of Service. Set expectations and don't hesitate to acknowledge what you see. Remember, recognition comes in many forms. All behavior might not deserve a **spotted!** card but a sincere "Thank you" might be perfect and is always appreciated.



Complete both sections of the card (all parts) and add as much detail as space allows. You present the entire card. To redeem, your employee will take the card to the MCN HR Express Office or one of the listed cafeterias.* When the card is redeemed, the spottee will keep the larger portion of the card as a physical reminder of what you noticed as being special about their work.

* Employees working off main campus should mail their card to MCN HR Express for redemption. Please call 615.343.6388 for details.



Remember, the **spotted!** card is not the prize. The prize, the real reward of recognition, is how you, the spotter, communicate to the spottee. Let them know that what they do is seen, acknowledged, important and that it matters. The message and tone of what is communicated makes the difference in recognition.