



Your employee has just been recognized with an “I Caught You Caring” card that you have received through Campus Mail. This means that someone feels your employee has provided exceptional service in some way. If this is his/her first time being recognized, you should also receive a lapel pin to present to your employee. How you present this card to your employee can make all of the difference. The presentation of the award affects an employee’s perception of the entire recognition program and even the University itself. Here are some key points to keep in mind:

- ★ Recognition is best received when coming from the immediate supervisor and/or co-worker.
- ★ Make sure you fully understand the meaning of this recognition and can explain it to your employee.
- ★ Tie the behavior displayed to the University’s vision and goals.
- ★ Remember to include other co-workers when presenting the card so that everyone can share in the celebration.
- ★ Make the presentation of the card meaningful to the person by doing more than just leaving it on his or her desk.

For more information about I Caught You Caring, visit <<http://services.valdosta.edu/caring>> or contact Training and Development at 259-5105.

