

TOOL: Recognition for achieving cultural diversity

This tool will help you recognise and celebrate good performance in your organisation. Highlighting good performance and publicly ensuring leadership endorsement sends a strong message on what works and what is valued. It also sets aspirational targets for others to strive for and contributes to a culture of inclusion and high performance.

Checklist

Do you ...	Answer Yes/No
Have clear targets or benchmarks for performance in this area?	
Publicly reward culturally inclusive practices?	
Have ways of cataloguing or recording best practice so it can be shared?	
Recognise staff who are community champions?	
Involve people from across your organisation?	
Ensure media / PR / marketing people are aware of best practice?	
Enter state, regional or national awards?	
Publicly reward culturally inclusive practices?	

Tips and techniques

Be clear about what good performance looks like:

- make it relevant and aligned to organisational values
- be clear about what matters and why it matters
- highlight areas where cultural capability and multicultural planning are most important.

Recognition comes in all shapes and sizes:

- give positive feedback
- accept praise from leaders
- publish positive testimonials
- enter public awards or competitions.



Ensure criteria for measurement are fair and inclusive:

- who decides the criteria for 'winning' and 'recognition'? Ensure diverse input because everyone can nominate high performers
- apply processes to 'interrupt' unconscious bias wherever possible
- make sure you have diverse and representative engagement in judging panels or feedback on formal award programs.

Reward teams as well as individuals:

- ensure you have a balance of recognition
- beware of demotivating people through not recognising the real efforts behind the scenes.

What to give?

- think about what motivates people. In some instances, recognition is a reward in itself – a certificate may be all that is required if it is given by the CEO. In other instances, a voucher or actual prize can be valuable
- consider your resources - make the recognition appropriate to your budget
- create awards that are sustainable in the long term
- give something - it does not need to be big or expensive but a token of appreciation is always welcome.

Celebrating:

- align awards to key events in your organisational calendar
- invite external stakeholders to showcase your efforts
- regularly honour the people who meet the criteria to inspire others to reach the same goal
- personalise the occasion, ensure it is an inclusive event that most people can attend.

Amplifying:

- record events and ask the person if they are happy to have their image shared on social media or your website within and outside the organisation.

References:

[NSW Premier's Multicultural Communication Awards](#)

[Human Rights Commission awards](#)