


Reports: People Practices Self-Check: Foundations Module 1

Example Shelter

COMPLETED: 13 days ago GOOD PRACTICE: 14 RISK ALERT: 6
 N/A: 0

Example GOOD PRACTICE response and resources in report

Question 9 of 20



You said yes
 To the question:
Are you formally recognizing and rewarding behavior that is aligned with your core values and mission (e.g., an award for great service or teamwork)?

Here's why **yes** is a good practice:


Great! Recognizing and rewarding behavior is important, and your shelter understands that rewarding behaviors that exemplify your core mission and values is key. Small tokens of recognition can cost relatively little or can even be free. Remember, verbal recognition costs nothing yet can go a long way in helping staff to feel appreciated by words of encouragement or praise.

Other resources on the web

Check it out - Animal Humane Society has not only a "**Star Award**" (http://s3.amazonaws.com/koret/rich/rich_files/rich_files/93/original/ahsstaraward.pdf) but a "**Vision Award**" (http://s3.amazonaws.com/koret/rich/rich_files/rich_files/77/original/vision-award-nomination.pdf) as well to recognize one staff member per year whose behavior exemplifies the vision of the organization.

Kentucky Humane Society has a multi-pronged **Employee Recognition Program** (http://s3.amazonaws.com/koret/rich/rich_files/rich_files/92/original/khsrecognition.pdf) implementing "**Bark Bucks**" (http://s3.amazonaws.com/koret/rich/rich_files/rich_files/33/original/khs-20bark-20bucks-2005-19-14.pdf), trophies, peer recognition, and perks such as free car-washes and front-row parking.

Example RISK ALERT response and resources in report



You said no
 To the question:
When selecting staff, do you use a structured interview process for each candidate for a specific position?

Here's why **no** is a risk alert:

Administering structured interviews for every candidate is considered a best practice. Structured interviews are standardized - that is, each candidate receives the same questions, in the same order. This ensures fairness when comparing candidates to make a hiring decision, allowing you to "compare apples to apples."

Other resources on the web

Become more familiar with the hiring process. Once a process is put in place, keep at it. Use this process with all candidates to ensure consistency and fairness. The ASPCA's **hiring process model** (<http://www.aspcapro.org/webinar/2013-03-07-133000/hiring-right-people-your-culture>) is a great starting point. Additionally, their webinar on **hiring, firing, and supporting staff** (<http://www.aspcapro.org/webinar/2013-04-30-131500/hiring-firing-and-supporting-your-staff>) discusses the details of interviewing and provides interview tips. For even more on structured interviewing, check out **this brief guide** (http://s3.amazonaws.com/koret/rich/rich_files/rich_files/107/original/uncstructuredinterviews.pdf).