

APPLAUSE DOCUMENT

The idea for the applause document actually came about when I was visiting with one of our companies, demonstrating EmTrak and discussing the importance of coaching and using EmTrak as a positive instrument. They were the ones who noticed I had a Disciplinary Action, but no way to recognize someone for outstanding work or effort – thus the APPLAUSE DOCUMENT. This is a simple way to recognize someone for doing excellent work – it's recorded as part of their electronic record but also offers you a simple way to print out an Applause Certificate – an att'a'boy they can put up on their wall. And I will note that in response, these are more effective that you would immediately realize. Strongly consider using these.

To get to the APPLAUSE DOCUMENT, open up an Individual Employee's page. As a Super Manager, click on **VIEW EMPLOYEES** and the list of all employees will come up.

VIEW...

- Job Descriptions
- Employees**
- Managers
- Introductory Evaluations
- Training Documents
- Coaching Documents
- Applause Documents
- Disciplinary Actions
- Periodic Evaluations
- Annual Reviews

MED Supply Company

Click on an employee to open for viewing and editing.

Del?	Employee Name	Employee ID	Job Description	Hire/Eval Date	Status
	Billy Johnson	8998	Billing - Collections and Denials	11/09/2005	Active
	Dolly Madison	4321	Respiratory Therapist - Vent	10/7/2005	Active
	Doug Doug	6489	rehab tech 1	11/17/2006	Active
	Gary Weems	1212	AA HR	10/02/2006	Active
	Glenn Close	6666	CSR 1	10/7/2005	Active
	Han Dee Mann	9834	Administrative Assistant- Service	10/07/2005	Active
	James Doe	9040	customer service rep	10/10/2006	Active
	Jane RT	1569	Respiratory Therapist - Vent	10/05/2006	Active
	Jason Wainright	125	CSR 1	1/30/2006	Active
	JAYCEE MOORE	4506	RESPIRATORY SERVICE TECH 1	03/17/2006	Active
	Jim Smith	1111		10/07/2005	Active

As a Manager, simply enter your Manager's Page for a listing of all of your employees to whom you have access.

Welcome Pam Jones! What would you like to do today?

Employee Name	Employee ID	Job Description	Hire Date	Status
Mary Jones	9236495151	CSR/Reimbursement Specialist	11/30/2005	Active
Pam Tom	9872	Billing - Collections and Denials	11/20/2006	Active
Tony Soprano	4444	Billing - Collections and Denials	10/7/2005	Active
Uma Thurman	976431	Reimbursement Specialist	11/14/2006	Active
William Shatner	676869	Reimbursement Specialist	11/14/2006	Active

CREATE...

- Training Document
- Coaching Document
- Applause Document**
- Disciplinary Action
- Periodic Evaluation
- Annual Review Self-Evaluation
- Annual Review
- Introductory Evaluation

Click on the name of the employee you want to create a document for and their page comes up.
Click on create **APPLAUSE DOCUMENT**.

This document will come up. Notice the pull down menu under Awarded For. There are a variety of reasons preloaded into EmTrak, plus your company can create its own templates of reasons.

The list of Reasons is edited or created by the Super Manager under [EDIT CONFIGURATION](#). Please refer to that chapter for more information

In this case we want to recognize William for Poise under pressure. Click on that and it is inserted into the document.

Return to Menu

Employee Name William Shatner	Job Title Reimbursement Specialist
Department Billing	Manager Pam Jones
Employee ID 676869	Date 11/29/2006

Awarded For
Select the reason for this recognition from the list below?

- Select a Reason -

- Select a Reason -
- Outstanding action for our customers
- Professionalism
- Poise under pressure
- Making a positive impact on our workplace
- Achievement beyond goals
- Contributing an excellent idea that benefits our company
- Leadership
- Taking the initiative

What is the status of this applause document?
Open

Next we will add our comments about what William did specifically – in this case, working closely and patiently with the daughter of one of your clients.

Awarded For
Select the reason for this recognition from the list below?

Poise under pressure

Employee Action
Describe what actions this employee performed in earning this recognition.

William dealt extremely well with the daughter of one of our clients who thought her mother was being double billed. William was patient, took his time, calmed her down and got it fully resolved.

Applause Document Status
What is the status of this applause document?

Open

Once that is entered, then click the NEXT button. The document below appears. **Simply click on Create Certificate**. The certificate to the right will be created. **Click on Print Certificate**, sign and give to this outstanding staff member (and also remember this will be recorded in their **EMPLOYEE LOG** as a reminder to you when it is time for evaluations).

Edit Applause Document

Return to Menu

Employee Name William Shatner	Job Title Reimbursement Specialist
Department Billing	Manager Pam Jones
Employee ID 676869	Date 11/29/2006

Create Certificate

Awarded For

Select the reason for this recognition from the list below?
Poise under pressure

Employee Action

Describe what actions this employee performed in earning this recognition.
William dealt extremely well with the daughter of one of our clients who thought her mother was being double billed. William was patient, took his time, calmed her down and got it fully resolved.

Applause Document Status

What is the status of this applause document?
Open



Print Certificate

Close Window

Return

Employee Name: William Shatner

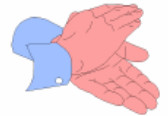
Applause!

Commendation For Poise under pressure

Employee Action:

William dealt extremely well with the daughter of one of our clients who thought her mother was being double billed. William was patient, took his time, calmed her down and got it fully resolved.

Manager Signature



Final Step

Since there are few reasons you would need to come back in an edit an Applause Document, then your final step would be to select the Applause Document Status as SEALED.

If it is not still open, then to come back to it, simply click on this employee's name on your Manager's Page, then you can either select the document in the Employee Log or click on **VIEW > APPLAUSE DOCUMENTS**.

View/Print Full Employee Log

Del?	Date	Log Entry (first 80 characters)
	11/30/2006	Periodic Evaluation created by Pam Jones on 11/30/2006
	11/29/2006	William was 2 hours late today - 2nd day this week
	11/29/2006	SIGNED JOB DESCRIPTION ATTACHED
	11/01/2006	Annual Review created by Pam Jones on 11/01/2006
	10/29/2006	Coaching Document created by Pam Jones on 10/29/2006
	09/29/2006	Applause Document created by Pam Jones on 9/29/2006
	09/15/2006	Disciplinary Action created by Pam Jones on 9/15/2006
	09/15/2006	Introductory Evaluation created by Pam Jones on 9/15/2006
	06/26/2006	Training Document Action created by Pam Jones on 6/26/2006

Return to Menu

VIEW...

- Training Documents
- Coaching Documents
- Applause Documents
- Disciplinary Actions
- Periodic Evaluations
- Annual Reviews
- Introductory Evaluation
- Job Description

Log Entry:
Enter comments in the space provided.
 Applause Document created by Pam Jones on 9/29/2006

Original Document:
Click on the icon below to open the original document.

Log Entry Status:
What is the status of this log entry?
 Open

Once the document is open, click on EDIT APPLAUSE DOCUMENT.

Edit Applause Document
Return to Menu

Employee Name William Shatner	Job Title Reimbursement Specialist
Department Billing	Manager Pam Jones
Employee ID 676869	Date 12/06/2006

That will allow you to change the status to SEALED. Hit the NEXT button and you are done. Keep in mind you can always view the document – SEALED just means it can no longer be edited or changed.

Applause Document Status
What is the status of this applause document?

Open ▼
 Open
 Complete
 Sealed ▶

◀ Previous Next ▶