

# University Relations Recognition Toolkit

Recognition of staff is one of the key initiatives identified in the University Relations (UREL) Equity, Inclusion, and Diversity (EID) Strategic Plan. As part of this initiative, the EID Engaging and Healthy Campus Climate Subcommittee\* prepared this Recognition Toolkit for use by UREL management and staff to support and encourage a variety of recognition programs in UREL. The committee has noted that some programs already exist in various UREL departments in addition to campuswide programs for recognizing employees. We encourage departments and staff to share their experiences and best practices in how they utilize the various recognition programs.

How recognition is carried out will vary between departments. What is most important is that, regardless of the mechanism, recognition of work well done is happening throughout University Relations and staff receive and feel recognition for their accomplishments.

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## Current Campus Recognition Programs

**Kudos** – This is an online site where UC Berkeley employees can recognize their peers who, through their work, are “living the Berkeley Operating Principles” (see pages 3 and 4). Many UREL employees have already been recognized in this way.

<http://vcaf.berkeley.edu/what-we-do/leading-best-practices/operating-principles/kudos>

**Chancellor’s Outstanding Staff Awards (COSA)** – The Chancellor's Outstanding Staff Awards (COSAs) are presented to individuals and teams who, in addition to performing all their normal job duties with excellence, also demonstrate exceptional initiative in contributing to the UC Berkeley campus community. These awards are among the highest honors bestowed upon staff by the Chancellor. The Chancellor's Staff Advisory Committee (CSAC) established and administers this award program.

<http://csac.berkeley.edu/cosa>

**Berkeley Staff Assembly Excellence in Management Awards** – The Berkeley Staff Assembly’s (BSA) Excellence in Management Committee seeks to improve the quality of life in the workplace by identifying and publicly recognizing outstanding managers and supervisors.

<http://bsa.berkeley.edu/committee/excellence-management>

## Examples of Existing UREL Recognition Programs and Initiatives

These can be adopted or modified to fit a particular department. Regardless of the format, internal department recognitions are strongly encouraged.

**Way to Go Awards** – Annual Programs has a program – the Way to Go Awards – for acknowledging their staff members periodically at staff meetings.

**Pay it Forward Award** – Public Affairs, in response to the UREL Town Hall presentation on gratitude, introduced a Pay it Forward Award. Each staff member was given a \$5 gift card and instructed to give that card to another staff member over the next month to recognize their work efforts.

**Regular Staff Meeting Acknowledgments** – Gift Planning meets briefly every morning, and as part of that check-in meeting staff members are encouraged to acknowledge their colleagues.

**Prop Box** – Student staff members at the Visitor’s Center have a “prop box” where they can write an appreciation for a fellow worker. Students then read the submissions to the prop box at staff meetings.

**You're Awesome** – This is a pre-printed card from 'Your Fans in Prospect Development'. PD sends these cards, signed by PD staff to colleagues who they feel deserve special kudos.

## **New Ideas for Recognition**

**Promote More Internal Celebrations** – Encourage staff to be creative with internal celebrations and recognition of colleagues. This could include once-a-month birthday parties (for all birthdays in that month). This can also be as simple as periodic staff luncheons, ice cream breaks, or social events.

**Recognition of Outstanding Performance on Annual Reviews** – Receiving an overall Level 5 (Exceptional) on one's annual performance appraisal is a significant achievement. The Committee recommends that these employees also receive a letter from their senior manager acknowledging this achievement and that a copy of the letter be placed in the employee's personnel file.

**Tenure Recognition Awards** – The University acknowledges staff for years of service after 10, 15, and 20 years. The Committee recommends that UREL also recognize employees who reach these milestones in the *Six Degrees* e-newsletter or with a slide show at successive Town Halls.

## **STAR and Non-Cash Awards**

UC Berkeley currently offers two recognition programs for non-represented employees: the **Staff Appreciation and Recognition (STAR) Plan** and **Non-Cash Awards**. STAR awards can only be awarded to non-represented staff because the funding for these awards come from an assessment on payroll of non-represented employees.

**STAR Awards** at UC Berkeley recognize and reward individuals and teams for exemplary performance and contributions while demonstrating **Berkeley's Operating Principles**:

- ***We include and excel, together.***  
We cultivate trust, treat one another with respect, and assume good intentions. We actively include different perspectives and work cooperatively within and across departments. We thrive when we celebrate the diversity in our community and our common commitment to equity, inclusion, and equal access to all.
- ***We imagine and innovate.***  
We develop sustainable solutions that help us meet campus goals. We are willing to take

intelligent risks, make mistakes, and learn from our experience.

- ***We simplify.***  
We reduce unnecessary steps and make it easier to get things done. Our solutions are common where they can be, custom where it counts.
- ***We are accountable to each other.***  
We measure supervisor, individual, and team performance, make transparent decisions, and follow through on our commitments. We recognize excellence, and give and receive constructive feedback at all levels to help us improve.
- ***We focus on service.***  
We provide timely, excellent service to students, staff, faculty, alumni, and other stakeholders. We emphasize service over bureaucracy whenever possible.

The **STAR Plan** includes two types of awards:

**Achievement Awards (\$2,500)** recognize sustained, exceptional performance and/or significant contributions over an extended period of time within a major portion of the employee's area of responsibilities, including performance or project goals above and beyond normal performance expectations. May be awarded to an individual or team. *"Teams recognized via Achievement Awards will receive \$1,000 per team member."*

**Spot Awards (\$500)** acknowledge special contributions, as they occur, for a specific project or task accomplished over a relatively short time period. A Spot Award lets employees know that their noteworthy contribution has been noticed. It also recognizes and reinforces the behaviors and values that are important at UC Berkeley. May be awarded to an individual or team. *Teams recognized via Spot Awards will receive \$500 per team member*

### **Non-Cash Awards**

**Recognition Awards (non-cash, up to \$75 in value)** recognize specific contributions to the departmental mission or strategic plan. Recognition Awards are in the form of non-negotiable gift cards, certificates, plaques, or a range of preselected items of limited monetary value. Non-cash awards are limited to up to \$75 in value.

For more information and nomination forms for the STAR awards program go to:

<http://hrweb.berkeley.edu/compensation/recognition>

## **UREL process for administration of STAR Awards**

Nominations for Achievement and Spot Awards will come to the STAR Administrative Committee (SAC). The SAC will review and approve all nominations, administer the STAR budget, and ensure that the criteria and spirit of the awards are met and that there is equitable representation of award recipients across the unit, as appropriate and as nominated. SAC members will serve on the committee for a one-year term; however, one or two members may stagger their term for the next year.

The SAC Committee members for 2013/14\* are: Loraine Binion, Terence Kissack, LaDawn Duvall, Andy Pino, Lishelle Blakemore and Colleen Rovetti. Chris Vernon will also assist the SAC. All approved nomination forms should be submitted to Chris Vernon.

\*This information does not necessarily reflect FY 2014/2015.

### **Achievement Awards**

Nominations for Achievement Awards will come from unit managers and directors and must be approved by the employee's next-level director or the associate vice chancellor in order to be submitted to the SAC. The SAC will submit its recommendations to the vice chancellor or his designate, who has final approval for awarding Achievement Awards.

All individual Achievement Awards will be for \$2,500 per individual. Per the Campus Awards Policy, *"Teams recognized via Achievement Awards will receive \$1,000 per team member."*

### **Spot Awards**

Nominations for Spot Awards can come from any staff member and must be approved by the nominated employee's supervisor/manager. Approved nomination forms will be submitted to the SAC for review and final approval. Spot Awards will be \$500 per individual. Per the Campus Awards Policy, *"Teams recognized via Spot Awards will receive \$500 per team member."*

### **Non-Cash Awards**

Departments are encouraged to give non-cash awards, which will be administered and awarded within the individual departments and funded by that department's budget. There is a small fund set aside for those departments whose budget cannot accommodate non-cash awards. Requests for these funds will be directed to the SAC.

### **UREL Staff Qualifications**

UREL has approximately 220 staff members who qualify to receive a STAR Award. Eligible staff may receive no more than one Achievement Award and one Spot Award in the same fiscal year.

### **Timeline for Award Allocations**

The SAC is now accepting nominations for STAR awards for the 2013/14 fiscal year. There will be two review processes, one for nominations received by April 1<sup>st</sup>, to be awarded on April 30<sup>th</sup>. The next nominations date is June 2<sup>nd</sup> for nominations to be awarded on June 30<sup>th</sup>. All approved nomination forms (signature of staff member's manager must be on the form) should be submitted to Chris Vernon by either April 1 or June 2<sup>nd</sup> to be considered for a 2013/14 award.

### **Represented Staff**

UREL has approximately 20 represented staff who do not qualify for a STAR Award but can be the recipient of a non-cash award to a maximum amount of \$75. Funding for the STAR and Achievement Awards program comes from monies generated from an assessment on payroll for non-represented staff. Accordingly, awards for represented staff cannot come from this pool of funds; however, management is encouraged to use department funds for non-cash awards to recognize represented staff.

## 91 Ways to Recognize Your Colleagues

In budget-constrained times, ongoing, meaningful rewards and recognition provide an effective, low-cost way of raising morale and encouraging higher levels of performance. Here are 91 ideas to help you embed employee recognition into your everyday work. Not all of them are appropriate for everyone, but the idea is to stimulate some new creative thinking on how to motivate and recognize colleagues.

1. Create a Hall of Fame with photos of outstanding employees.
2. Arrange for a team to present results of its efforts to upper management.
3. Plan a surprise lunch or get-together with refreshments.
4. Encourage and recognize staff who pursue continuing education.
5. Post a thank-you note on an employee's door.
6. Create and post an Employee Honor Roll in a reception area.
7. Acknowledge individual achievements by using the employee's name when preparing a status report.
8. Make a photo collage about a successful project that shows the people that worked on it, its stage of development, and its completion and presentation.
9. Find out the person's hobby and buy an appropriate gift.
10. Make a thank-you card by hand.
11. Cover the person's desk with balloons.
12. Make and deliver a fruit basket.
13. Inscribe a favorite book as a gift.
14. Establish a place to display memos, photos, posters, and so on, recognizing progress towards goals and thanking individual employees for their help.
15. Swap a task with an employee for a day – her/his choice.
16. Establish a Behind the Scenes award specifically for those whose actions are not usually in the limelight.
17. Give the person a copy of the latest best-selling management or business book or a subscription to a trade magazine.
18. Nominate the employee for a University formal award (UMatter or Workplace Award).
19. Keep in mind that managers should serve as coaches to indirectly influence rather than demand desired behavior.
20. Take time to explain to new employees the norms and culture of your department.
21. Give special assignments to people who show initiative.
22. Design a "stress support kit" that includes aspirin, a comedy cassette, wind-up toys, and a stress ball.

23. Present “state of the department” reports periodically to your employees acknowledging the work and contributions of individuals and teams.
24. At a monthly staff meeting, award an Employee of the Month and have everyone at the meeting stand up and acknowledge the winner.
25. If your team is under pressure, bring a bag of marbles to work and take a break to have a contest – a sure stress reliever.
26. Serve ice cream sundaes to your employees at the end of a project.
27. Once a year, have a Staff Appreciation Day where the managers supply, cook, and serve food.
28. Recognize employees who actively serve the community.
29. Serve a team a hero party sandwich at the end of an assignment, for a job well done.
30. Give employees an extra-long lunch break.
31. Have staff vote for top manager, supervisor, employee, and rookie of the year.
32. Name a continuing recognition award after an outstanding employee.
33. Include an employee in a “special” meeting.
34. Give a shiny new penny for a thought that has been shared.
35. Send flowers to an employee’s home as a thank you.
36. Allow employees to attend meetings in your place when you are not available.
37. Purchase a unique pin to serve as a memento for a task well done.
38. Create an Above and Beyond the Call of Duty Award.
39. Hold informal retreats to foster communication and set goals.
40. Ask your boss to attend a meeting with your employees during which you thank individuals and groups for their contributions.
41. Pop in at the first meeting of a special project and express thanks for their participation.
42. Provide a lunch for project teams once they have made interim findings.
43. Send a letter of appreciation to all team members at the conclusion of a project.
44. Start an employee recognition program. Give points for attendance, punctuality, teamwork, etc. Provide gift certificates to employees who reach certain goals.
45. Find ways to recognize and reward department-specific performance.
46. Give a personalized coffee cup.
47. Plan a surprise achievement celebration for staff.
48. Start a suggestion program.
49. Give Mr. Goodbar (candy bar) awards.
50. Give an employee a blue ribbon for achievement.
51. Write a letter of praise recognizing specific contributions and achievements. Copy senior management and the personnel file.
52. When you hear a positive remark about someone, repeat it to them as soon as possible.
53. Call an employee to your office to thank them. Don’t talk about anything else.
54. If you have a department newsletter, publish a Kudos column and ask for nominations throughout the department.
55. Publicly recognize the positive impact on operations of the solutions employees devise for problems.
56. Acknowledge individual achievements by using employee names in status reports.



57. Videotape a special event and share copies with participants.
58. Express an interest in employee's career development goals.
59. Post a large "celebration calendar" in your work area. Tack on notes of recognition to specific dates.
60. Design and give magnets with appropriate messages.
61. Create and string a banner across the work area.
62. Give a deserving employee a mug filled with treats.
63. Give a framed poem (poster or card) as a thank you.
64. Greet employees by name.
65. Practice positive nonverbal behaviors that demonstrate appreciation.
66. Support flex-friendly schedules.
67. Encourage employees to identify specific areas of interest for job-related skills. Then arrange for them to spend a day with an in-house expert to learn more about the topic.
68. Encourage employees to participate in community volunteer efforts.
69. Share verbal accolades – forward positive voicemail messages.
70. Actively listen to co-workers, especially when discussing their accomplishments and contributions.
71. Use 3 x 5 cards to write "You're special because..." statements. People can collect the cards and refer to them when things aren't going perfectly.
72. Have a recognition event created by a peer group that decides what they will give and why they will give it.
73. Keep a supply of appropriately funny notes that can be given as immediate rewards. Keep the supply visible – in a basket or box in your office.
74. Widely publicize suggestions used and their positive impact on your department.
75. When someone has spent long hours at work, send a letter of thanks to her/his home.
76. Throw a pizza lunch party for your unit.
77. Acknowledge and celebrate birthdays.
78. Give a note reading, "Thank you. You are a \_\_\_\_!" Attach a roll of lifesavers.
79. Make a necklace of lifesavers and give it to someone for being the "Lifesaver of \_\_\_\_."
80. Serve popcorn and lemonade on Fridays, especially after a hard week.
81. Allow an employee to pick her/his next assignment.
82. At an employee meeting, randomly tape gift certificates to the bottom of chairs.
83. Recognize those committed to personal health and wellness.
84. Have weekly breakfasts with a group of employees.
85. Treat an employee to lunch.
86. Give out gold coins for a job well done.
87. Bake a gift (cookies, bread, etc.) for an outstanding employee or group.
88. Send birthday cards to employees' homes, signed by the dean or director.
89. Have an outstanding employee spend the day with a dean or director.
90. Smile – it's contagious!
91. (Add your idea here!)