



Employee Recognition Program

Motivating High Performance Through Recognition

NOMINATION & DISTRIBUTION

Direct supervisors, managers or department head may elect to recognize an employee in their own department by visiting the link below:

<https://goo.gl/forms/tcghIUTAKnFxNWNy2>

1. Complete the online Recognition Program form using the link above.
2. Employees, who would like to nominate a fellow coworker for a specific award, needs to speak to the individual's immediate supervisor, manager or department head. The nomination must come from the supervisor/manager/department head via the online Recognition Program

ELIGIBILITY

- All full-time, part-time and extra-help employees are eligible for this program
- Should have been a County of Mendocino employee for at least six months.
- Must exhibit minimum criteria specified for each award

DISTRIBUTION

Upon submission, your request will be emailed to the Employee Engagement Team who will interoffice the Recognition Certificate and Award Magnet within 3 business days.



Recognition is not an innate behavior, it's learned. You, as a supervisor, have the unique opportunity to play a key role in staff recognition and make a strong impact on your team. Informal and consistent recognition will energize and motivate your employees!



Employee Recognition Program

Motivating High Performance Through Recognition



TEAM PLAYER

The Team Player Award is granted to those individuals who value the team's success above their own individual success. They understand how to work in a group and have good judgement. They strive to achieve acclaim for the organization over receiving individual credit and praise for a project. Every organization relies on good teams and effective teamwork helps drive the County of Mendocino towards success.

MUST EXHIBIT AT LEAST 5 OF THE 7 FOLLOWING CRITERIA TO BE ELIGIBLE

- Always ready to help a co-worker, without hesitation, regardless of existing workload
- Is a mentor to others and is honest, open and willing to share knowledge and skills
- Facilitates equal participation within a team
- Positively impacts morale in the workplace and does not contribute to office drama
- Consistently displays a helpful, cooperative and positive attitude toward co-workers at all levels
- Is working towards the "good of the group", not strictly their own goals and objectives
- Offers unsolicited encouragement and support to co-workers



INNOVATION

The Trailblazer Award is given to those who are courageous enough to step away from the routine methods to carve their way forward. They challenge the "way it has always been done" and transform the organization by adding value through new solutions.

MUST EXHIBIT AT LEAST 5 OF THE 7 FOLLOWING CRITERIA TO BE ELIGIBLE

- The ability to dig deeper when faced with setbacks and significant challenges
- Generates new ideas and creative solutions
- Has a desire to venture outside comfort zones, challenge obstacles, take chances, and persevere until they achieve their goals
- They are willing to try different approaches to what might seem an obvious solution
- Has a desire to be their own person and not just follow the crowd, no matter how comfortable or easy it may be to conform
- They are strategic, big picture thinkers who stay focused on the end result
- See value in prudent risk-taking



Employee Recognition Program

Motivating High Performance Through Recognition

LEADERSHIP AT ALL LEVELS



The Leader of the Pack award is given to those employees, who regardless of their title, demonstrate leadership in the workplace. They can take a seemingly impossible task, and see it to completion showing grace under pressure. They have an ability to communicate effectively, have a strong awareness of the skills and talents of their co-workers and lead by example. They demonstrate honesty and integrity. They have the ability to inspire an individual or a group to complete the task at hand. The best leaders seek every opportunity to communicate and mentor others in an effort to clarify the objectives of the organization.



BEST PRACTICES TIPS

MAKE IT TIMELY!

- Delayed recognition loses value and importance.
- Once the certificate and magnet are received, the Employee Engagement team recommends recognizing the recipient right away. If it is determined that the recipient would be encouraged through public recognition at a later date, you can follow up with a second moment of appreciation at that time.

KEEP IT SIMPLE!

Nothing can replace a good, old-fashioned, sincere "thank you."

MUST EXHIBIT AT LEAST 8 OF THE 12 FOLLOWING CRITERIA TO BE ELIGIBLE

- They focus on the future, see the bigger picture, mobilize and/or align resources behind their overarching vision
- Provides recognition and encouragement to team members
- Encourages participation and collaboration
- Is open to, and receptive of, suggestions and feedback
- Practices and promotes leadership at all levels by nurturing growth and development of fellow colleagues
- Demonstrates mastery in subject matter
- Is able to communicate knowledge clearly and precisely
- Models standards and behavior – They have distinguished themselves in such a way that others admire and want to emulate them
- Exemplifies integrity and commitment in all situations
- Demonstrates the courage to be honest and vulnerable, learning from past experiences.
- Recognizes the strengths of individuals and knows how to include them
- Encourages alternative options and creative problem solving

Employee Recognition Program

Motivating High Performance Through Recognition



EXCELLENCE

The Rockstar Award is granted to those who pursue excellence in the workplace and have outstanding practices in managing and achieving results. From the smallest project to the largest undertaking, they always give 110% and accept nothing less than greatness. They have consistently demonstrated and maintained an exceptional level of performance.

MUST EXHIBIT AT LEAST 7 OF THE 11 FOLLOWING CRITERIA TO BE ELIGIBLE

- The ability to think quickly and demonstrate grace under pressure while maintaining situational awareness
- Controls high stress situations tactfully and calmly
- Responds to inquiries quickly and efficiently
- Able to accomplish a large volume of work in a short amount of time
- Is dedicated to success and meets deadlines regardless of time allotted or existing workload
- From the smallest project to the largest undertaking, they always give 110%
- Their tireless efforts for the good of the organization are an inspiration to others
- Is not satisfied with average product or service, but continually strives for the highest standards of excellence
- They take initiative and display a can-do attitude
- They show a willingness to learn, grow and accept constructive criticism
- They keep their promises, doing hard work showing diligence and perseverance



BEST PRACTICES TIPS

PERSONALIZE THE APPROACH

- Successful recognition is in the eye of the receiver
- Respect individuals who would be embarrassed by public displays
- Communicate with your employees how they would like to be recognized

BE ACCESSIBLE

- Make time for the people you work with
- The more attention you pay, the more important they'll feel.

LIMIT RECOGNITION EFFORTS THAT ARE TIME-BASED OR PREDICTABLE



Employee Recognition Program

Motivating High Performance Through Recognition



CUSTOMER SERVICE

The Customer Hero Award is given to those employees who are fully committed to provide excellent customer service. They meet and exceed the customer's expectations. They are committed to the customers' needs, adapt their approach to serve diverse customers, are pro-active with communication, follow-through promptly and are attentive. They show respect, have a critical understanding of the customer's concerns and provide support. They create a relationship of trust and develop loyalty with our customers.



BEST PRACTICES TIPS

RECOGNIZE THE BEHAVIOR, NOT THE INDIVIDUAL

- Focus on achievements, tasks and behaviors
- Be specific and positive

MAKE RECOGNITION A PRIORITY:

- Recognize less obvious contributions
- Recognize remote employees

LEND AN EAR!

- Listening is one of the most underutilized recognition activities in the world
- Listening sends the message that you care, and that they are important.

MUST EXHIBIT 7 OF THE 9 FOLLOWING CRITERIA TO BE ELIGIBLE

- Is ambitious and always looking for new and improved ways of providing valuable service to the community
- Is extremely quick on their feet and highly adaptable when dealing with a variety of customers and situations
- Exhibits patience and kindness dealing with even the most difficult customers while maintaining a calming presence
- They go the extra-mile, know when to ask for additional expertise and always follow-through
- Treats all persons with dignity, fairness and respect
- Improves the County's image through a desire to help others and make a difference in the community
- Is personable and able to put others at ease
- Has a clear interest in growing their knowledge and learning every aspect of service in their job duties
- Takes the time to fully explain County services or processes to customers



Certificate & Magnet Samples

COUNTY OF MENDOCINO EMPLOYEE RECORDS



TEAM PLAYER

CERTIFICATE

THIS CERTIFICATE IS PROUDLY PRESENTED TO

In recognition of your consistent display of a friendly, helpful, cooperative and positive attitude toward co-workers at all levels. You understand how to work in a group, are reasonable and have good judgement. You strive to achieve acclaim for our organization over receiving individual credit and praise for a project. You are a rare individual who value the team's success above your own individual success. You exemplify what a true "team player" should look like. Thank You!




COUNTY OF MENDOCINO EMPLOYEE RECORDS



LEADER OF THE PACK

CERTIFICATE

OF LEADERSHIP

THIS CERTIFICATE IS PROUDLY PRESENTED TO

In recognition of your demonstration of leadership at all levels in the workplace. You can take a seemingly impossible task, and see it to completion showing grace under pressure. You have an ability to communicate effectively, have a strong awareness of the skills and talents of your co-workers and lead by example. You demonstrate honesty and integrity and have the ability to inspire an individual or a group to complete the task at hand. You are a true "leader of the pack". Thank You!




COUNTY OF MENDOCINO EMPLOYEE RECORDS



CUSTOMER HERO

CUSTOMER SERVICE

CERTIFICATE

THIS CERTIFICATE IS PROUDLY PRESENTED TO

In recognition of your full commitment to provide excellent customer service by meeting and exceeding customer's expectations. You are committed to our customers' needs, adapt your approach to serve diverse customers, are proactive with communication, and follow-through promptly. You show respect, are attentive and have a critical understanding of our customer's concerns. You create a relationship of trust and develop loyalty with our customers. You are a true "customer hero"! Thank You!




COUNTY OF MENDOCINO EMPLOYEE RECORDS



TRAILBLAZER

CERTIFICATE

OF INNOVATION

THIS CERTIFICATE IS PROUDLY PRESENTED TO

In recognition of your courage to step away from the "tried and true" methods to carve a new path forward. You are not afraid to venture outside of comfort zones, challenge obstacles, take chances, and persevere until you achieve your goals. You challenge the "way it has always been done" and transform our organization by adding value through new solutions. You are a true "trailblazer". Thank You!




COUNTY OF MENDOCINO EMPLOYEE RECORDS



ROCKSTAR

CERTIFICATE

OF EXCELLENCE

THIS CERTIFICATE IS PROUDLY PRESENTED TO

In recognition of your pursuit of excellence in the workplace and outstanding practices in managing and achieving results. From the smallest project to the largest undertaking, you always give 110% and accept nothing less than excellence. You have demonstrated and maintained an exceptional level of performance over a long period of time. You are a "rockstar" of excellence! Thank You!


