The Power of Employee Recognition
California Department of Human Resources and CPS HR Consulting
This Webinar is Produced by:

Department of Human Resources

Government Operations Agency

Department of Motor Vehicles

Franchise Tax Board

CPS HR Consulting
Webinar “Housekeeping”

- Navigation of the webinar dashboard
- Attendee audio lines are muted
- How to participate in polls
- Q/A box for questions
- Live closed captioning window
Webinar Plan Today

• Information and experience on the practice of effective employee recognition
• Background on statewide programs and additional innovative practices in two state departments
• Direction on leading practices and resources where you can learn more and take action
• Two polls to share audience experience and views on employee recognition
Marybel Batjer, Secretary, California Government Operations Agency

Jeff Douglas, Chief, Statewide Workforce Development Programs and Special Projects Department of Human Resources

Sara Sepulveda, Employee and Administrative Services Unit Manager, Department of Motor Vehicles

Paul Ogden, Director, Business and Human Resources Bureau, Franchise Tax Board

Jonathan Calabretta, Statewide Merit Award Administrator, Benefits Division, Department of Human Resources

Michael DeSousa, Webinar Moderator, CPS HR Consulting
Welcome from Secretary Batjer
What word does a Civil Servant say best describes his or her job?
Employee Engagement Survey

• Employees most agreed with the following statements:
  – I believe my work makes a difference in the lives of Californians.
  – I know what is expected of me on the job.

• They least agreed with:
  – I receive recognition for doing good work.
  – People where I work are accountable for results.
“It is the work of public employees – it is the work of those who work in the public sector to hope, to be optimistic, and to build a better, safer, fairer, more just society.”

-Laurence H. Summers
“Citizen service is the very American idea that we meet our challenges not as isolated individuals but as members of a true community, with all of us working together. Our mission is nothing less than to spark a renewed sense of obligation, a new sense of duty, a new season of service.”

-Bill Clinton
What is Employee Recognition?

- Words or actions directed to make someone feel appreciated for who they are and recognized for what they do
- A range of formal and informal practices in the workplace that support organizational values, goals, objectives, and priorities through positive reinforcement of desired behavior and performance
Effective Recognition

• Whether formal or informal, recognition must be sincere and meaningful and generally meets four standards:
  – It must be personal
  – It must be specific
  – It must be timely
  – It must be deserved

*For many it adds value when the recognition is unexpected.*
#1: Power of Recognition

*How do organizations benefit from practicing effective employee recognition?*

(Select any responses that apply)
When a Pizza is Just Lunch

• A pizza lunch for the team without communicating why
• A “thanks for the good work” without stating the “good”
• A monetary award by itself
The Merit Award Program was established by the California Legislature in 1950 as an incentive award system to recognize employees’ contributions to state government. It is composed of:

- Superior Accomplishment & Sustained Superior Accomplishment Awards Program
- 25-Year Service and Retirement Awards
- Employee Suggestion Program
- Governor’s State Employee Medal of Valor Award Program
Statewide Merit Award Program

Governance

- CalHR Benefits Division has administrative responsibility over the Merit Award Program.
- All state departments participate in the program with a designated employee responsible for the Merit Award Program activities.
- All awards are funded by the department that benefits from the idea or nomination.
Superior Accomplishment and Sustained Superior Accomplishment Awards

• A resource for when an individual or team do a great job!

• Awards can range in value from $25-$500, and can be given as a cash award, or an equivalent gift at department discretion.

• These awards can be utilized to support informal and formal award programs, and bolster employee personnel files with accolades.
25-Year Service and Retirement Awards

- The formal resource to acknowledge an employee’s commitment to state service.
- This program allows state departments to purchase mementos to honor long-serving and retiring employees.
- Informal 5-year increment recognition can be a simple certificate and acknowledgement at an annual award ceremony.
Employee Suggestion Program

- Awards state employees for their innovative ideas which result in a direct benefit to the state.
- Cash awards range from $50 up to $50,000 for an implemented suggestion.
- This program has saved the state over $95 million dollars since its inception.
Governor’s State Employee Medal of Valor Award

• This award is offered to any state employee who performs a heroic action, at personal risk to their own safety, to save human life or state property.

• Any department may nominate potential recipients of the Medal of Valor, anytime during the year.
Statewide Merit Award Program Resources

• Merit Award Program landing page: http://www.calhr.ca.gov/employees/Pages/map-merit-award-program.aspx

• Jonathan Calabretta, Statewide Merit Award Administrator
  jonathan.calabretta@calhr.ca.gov
  (916) 322-1360
2: Agency or Department Recognition Programs/Practices

Do you have any employee recognition programs/practices that are unique to your agency or department?

(Select the one response that best applies)
Some Notable Department Employee Recognition Practices

Department of Motor Vehicles (DMV)  Franchise Tax Board (FTB)
Department of Motor Vehicles Recognition Program Overview

- Events
- Achievement Awards
- Recognition Tools
- Service Recognition
DMV Events

- Pride Day
- Annual DMV Family Day
- DMV Holiday Breakfast & Swing Shift Event
- DMV Family Night at Raley Field
DMV Achievement Awards

- Director’s Special Recognition Award
- Superior Accomplishment Award
- Employee of the Month Award
- Supervisor Recognition Award
- Group Recognition Award
More Achievement Awards

- Customer Service Award Program
- Disabled Advisory Committee (DAC) DMV Impact Award
- Disabled Advisory Committee (DAC) Community Service Award
DMV Recognition Tools

• Certificates, Memos, Letters, and Notes

• DMV Letter of Commendation
DMV Service Recognition

• Service Milestone Recognition Certificate of Appreciation (5, 10, 15, 20 years)

• 25 Years of Service

• Retirement Recognition
DMV Merit Award Program
Contact Information

• Sara Sepulveda, Employee and Administrative Services Unit Manager, DMV, Administrative Services Division
  • Sara.sepulveda@dmv.ca.gov
  • (916) 657-5623
Franchise Tax Board Recognition
Program Overview

• FTB culture
• Statewide and formal programs
• Informal programs within FTB
• Make it personal
FTB Recognition Culture

• Like DMV employee recognition is formally and informally part of the organization culture in FTB

• Background on how the culture was created: history, evolution, and context
FTB Formal and Statewide Programs

- Sustained/Superior Accomplishment
- Merit Award/Employee Suggestions
- Employee Recognition Program
- Medal of Valor
- Supervisory Bonus
- 25 Year/Retirement Recognition
Informal Programs in FTB

Informal programs are at all levels of the organization

- “Buzz” Award
- “Kudos” and “My Hero”
- External Kudos
- Scholarship Awards
- Milestones
- Security Champion
Make it Personal

• The power of recognition in the expression of appreciation

• A personal story…
FTB Recognition Program
Contact Information

• Paul Ogden, Director, Business and Human Resources Bureau, Franchise Tax Board
• Paul.Ogden@ftb.ca.gov
• (916) 845-7285
CalHR Employee Recognition Toolkit

- Webinar
- Statewide Programs
- Department Programs
- Books, Articles, Websites
- Networking/Resource Contacts
Our Take-aways Today

✓ We understand what **effective** employee recognition really is
✓ We know the power of employee recognition and why it matters to all state employees
✓ We learned about both statewide and some department recognition programs and practices
✓ We learned what we can do to support a culture of employee recognition—and where to go for more resources and networking on recognition
“Recognition is not a scarce resource. You can’t use it up or run out of it.”

-Susan M. Heathfield
HR Expert
Our Thanks and Your Questions