Keys to a Successful Employee Recognition Program

Jonathan Calabretta
Merit Award Program Manager, CalHR
Agenda

• Why an Employee Recognition Program?
• Resources to support you
• Program components
• Sustaining your program
• Best Practices Panel
Why an Employee Recognition Program?

• 2015 – Employee Engagement Survey results
• May 2016 – PML promoting Superior & Sustained Superior Accomplishment Awards
• July 2016 – Establish Retention & Recognition Work Group
• September 2016 – Promulgate Supervisor and Manager Recognition tips
• May 2017 – Public Service Recognition Week
• Summer 2017 – Promote Employee Recognition PowerPoint
Resources to support you

• Employee Recognition Toolkit
  – Webinars
  – Employee Recognition Handbooks
  – Promotional Videos

• Statewide Merit Award Program
  – Superior & Sustained Superior Accomplishment Awards
  – 25-Year Service and Retirement Awards
    • Increased to $125 in May 2017
Recognition Strategies for Supervisors

**Recognition Strategies for Supervisors**

**Daily**
- Employee to Employee: Give friendly greetings, give handwritten thank you notes, have a genuine conversation about how they are doing.
- Supervisor to Employee: Recognize all team members, give a memento for a job well done, verbal thanks for completing their work.
- Supervisor to Team: Check in on employees—see how they are doing, post praise from customers and peer employees in common areas.
- Recognizing Employees to Upper Management: Acknowledge praised employee and CC your next level management.

**Weekly**
- In One-on-Ones: Discuss how an employee likes to receive recognition, honor their wishes, set goals together, celebrate when achieved, allow space/time for sincere personal conversations.
- Email team members' individual accomplishments to team, share recognition of accomplishments in weekly team meetings/discussions.

**Monthly**
- Staff-led icebreakers to build camaraderie and morale.
- Follow up on established goals; celebrate accomplishments.
- Acknowledge outstanding work in team meetings, team building—from ice cream socials, to meetings in the park.

**Other Occasions**
- Mentor new employees.
- Include accomplishments in Individual Development Plan discussion, thank them for their follow-through on "wins".
- Encourage staff attendance at Department-wide events.
- Recognize Milestones: Years of Service, Perfect Attendance, Production Goals, Safety Goals, Project Completion.
The Culture of Connection

GovOps Agency Secretary Marybel Batjer
Public Service Recognition Week

- A statewide effort to celebrate the work of state employees.
- CalTrans’ “Wear Orange” Day!
Participating State Entities

- CalPERS (2,852)
- California Energy Commission (658)
- Governor’s Office of Emergency Services (889)
- CalEPA
  - Air Resources Board (1,497)
  - CalRecycle (741)
  - Pesticide Regulation (379)
  - Toxic Substances Control (958)
  - Environmental Health Hazard Assessment (165)
  - Water Resources Control Board (2,123)
- Alcohol Beverage Control (448)
- Housing Finance Authority (234)
- Fair Employment & Housing (203)
- CalSTRS (1,092)

- CalTrans (19,666)
- Franchise Tax Board (6,571)
- Business Oversight (588)
- Housing and Community Development (544)
- State Compensation Insurance Fund (4,351)
- Insurance (1,244)
- Fi$Cal (210)
- California Highway Patrol (10,692)
- Government Operations Agency (17)
- Department of Food and Agriculture (2,155)
- Health Care Services (3,526)
- Human Resources (315)
Public Service Recognition Week Impact

• Total potential employee exposures: 62,118 or 27.7% of all state employees

• Social Media posts included:
  – Images of employees being honored
  – Static thank you images
  – Messages of appreciation from executive suites
  – Videos of executives and/or employees thanking each other
  – Photographs of employees’ Years of Service
Alcohol Beverage Control

The California Department of Alcoholic Beverage Control recognizes Agent Eric Gray for 10 years of great service to California #PSRWCA

The California Department of Alcoholic Beverage Control thanks Agent Ray Guillen for 15 years of dedicated service. Thank you Ray! #PSRWCA
Fair Employment & Housing

Cal DFEH @CalDFEH: Our #HR team works tirelessly to recruit #civilrights workers across the state: thanks Kim, Amy, Cristina, Chris, & Donna! #PSRWCA

Cal DFEH @CalDFEH: DFEH celebrates Public Service Recognition Week May 8-12! Our civil servants work to achieve a California free from discrimination. #PSRWCA
CalPERS

We're proud to serve dedicated people who serve, & have served, the State of California through careers in public service. #PSRW #PSRWCA
CalSTRS

You may not see us, but we are the people behind securing the future of California educators. Happy Public Service Recognition Week #PSRWCA

PUBLIC SERVICE
RECOGNITION WEEK
MAY 7-13, 2017
Housing & Community Development

California HCD @California_HCD · 23h
Stephanie Leibforth revived HCD's records retention program by creating and presenting records management training. Thanks Stephanie! #PSRWCA

California HCD @California_HCD · 23h
HCD celebrates Public Service Recognition Week May 8-12! We honor our state's civil servants and their work for CA #PSRWCA
Fi$Cal
Department of Insurance

CA Dept of Insurance @CDInews · 5h
It’s Public Service Recognition Week! Big thanks to all public servants for everything they do for California & the nation. #PSRW #PSRWCA

PUBLIC SERVICE
RECOGNITION WEEK

MAY 7-13, 2017
#PSRW
Training for Supervisors & Managers

• A customizable PowerPoint presentation available to departments to train Supervisors and Managers on Employee Recognition.
Employee Recognition Program Handbook

• A customizable handbook to develop Employee Recognition Programs in your department.
Merit Award Program Updates

• Increase the 25-Year Service and Retirement Awards amount from $90 to $125
• Promote the use of the Superior and Sustained Superior Accomplishment Awards program via PML in May 2016
• Host the Retention and Recognition Work Group
  – Share results on CalHR Employee Recognition Toolkit webpage
Suggested Recognition Program Components

• Employee-to-Employee
  – Printable certificates, thank you cards, etc.

• Supervisor-to-Employee
  – Official Personnel File letter, dialogue about needs

• Supervisor-to-Team
  – Timely and intentional sharing of successes

• Recognizing Employees to Upper Management
  – Inform upper management of employees’ successes, and ensure involved employees are informed

• Department-wide Events
  – Take the time to create moments of fellowship to bolster morale and share department “wins”
Sustaining your program

• Annual reports of program use to the whole department
• Department-wide award ceremonies offered throughout the year
• Incorporate Employee Recognition Handbook into New Employee Orientation
• Take part in Public Service Recognition Week
• Simple email reminders to all staff to use the program
• Annual training to Supervisors and Managers about Employee Recognition Program
Best Practices Panel

• Lisa Ingoglia, State Compensation Insurance Fund
  – Co-Chair, Retention & Recognition Work Group

• Nicole Shields, California Health & Human Services Agency / CalOHII
  – Co-Chair, Retention & Recognition Work Group

• Sara Sepulveda, Department of Motor Vehicles
  – Member, Retention & Recognition Work Group
  – Member, CalHR Merit Award Board
Any questions?
Resource pages

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

• Employee Recognition Toolkit:
  – http://www.calhr.ca.gov/state-hr-professionals/Pages/employee-recognition-toolkit.aspx

• GovOps & CalHR 2015 Employee Engagement Survey is available on www.govops.ca.gov
Contact Information

• Jonathan Calabretta
  Merit Award Program Manager, CalHR
  Jonathan.calabretta@calhr.ca.gov
  916-322-1360