

# Creating a Culture of Recognition & Appreciation

It Starts With You

Source: Bersin & Associates Employee Recognition Framework, 2012



69%

of employees prefer praise and recognition from their manager over financial rewards

82%

reported that this praise makes them work harder.



# Formal Recognition Ceremony

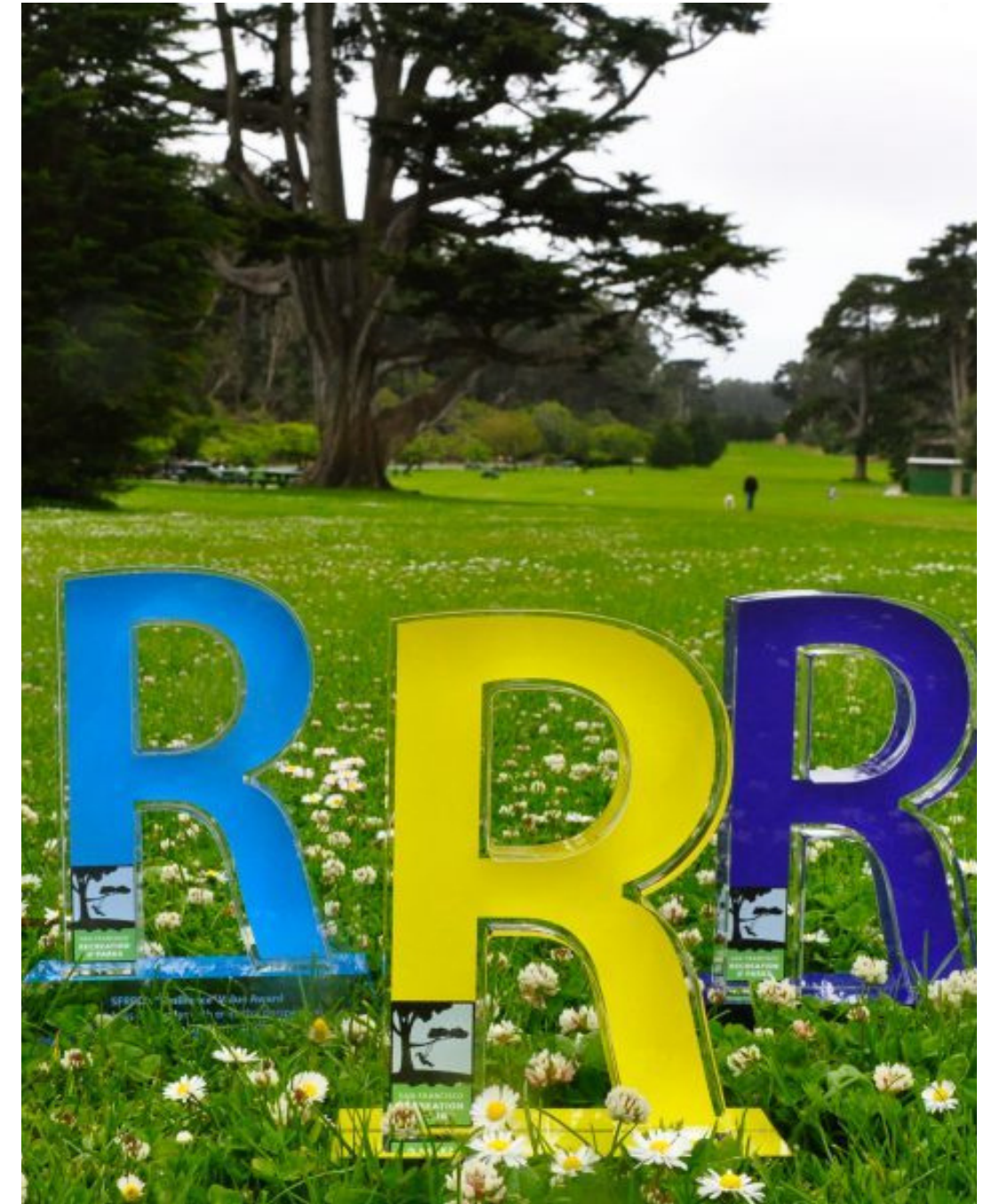
## SF RECREATION & PARKS DEPARTMENT

The Recreation and Parks Department's HR division works closely with the department's executive staff and General Manager to coordinate a monthly award event. Staff and friends/family of awardees are invited to participate. Prior to Covid-19, the event had an attendance of 30-50 participants. Since Covid, festivities take place virtually and the event now yields an average attendance of 100 participants.

**Values Awards** are based on RPD's 5 Strategic Values (Respect, Resilience, Responsiveness, Results and Relationships). Previous awardees pass their R trophy to the next awardee and read a statement for why the person is receiving the award. Previous awardees are then given a mini replica of the R trophy they passed on. There are no minimum qualifications to receive the award-- it is peer to peer recognition that honors the department's core values. This event takes place every odd month.

**Vision Awards** are based on RPD's Strategic Vision (Inspire, Connect, Play). A different executive staff member and the department's General Manager identify an awardee every even month. Executive staff provide a write-up on how that person exhibited the department's vision and this is shared at the event. Vision awardees are given an engraved crystal clock that reminds them how they "truly carry out RPD's Vision around the clock".

The department's recognition efforts showcase the value of their employees and reinforces the core values of their organization.



# Staff Appreciation Activities

## SF PUBLIC WORKS

Public Works Week is an annual event which meant to energize and educate the public on the contributions San Francisco Public Works makes to improve the quality of life in our communities and it gives the department a chance to join together to celebrate their accomplishments. During Public Works Week, there are events that take place throughout the City which feature open houses, project spotlights, an employee picnic and an Awards and Pins Ceremony.

During the Awards and Pins Ceremony, individual employees and teams are recognized for exceptional work during the year, Awardees receive plaques or certificates. The department also recognizes employees for years of service. A commemorative pin is given to an employee for every 5-years of service. SF Public Works has 1500 employees-- given this is an all-staff meeting, the event is typically held in a large venue. During shelter-in-place this event was still upheld as a virtual award ceremony.



# Staff Recognition Celebration

## SF FIRE DEPARTMENT

Each year, in May, the Fire Department collaborates with the Department of Public Health to host an Annual BBQ for EMS week. This celebratory event takes place at the Fire Department's Training Division to host a meal and to show appreciation for the Emergency Medical Services (EMS) employees who support the first responder services for the department-- they respond, support and care for the needs of the community.

Throughout the week, leading up to the celebration, EMS services is recognized, in a variety of ways. Social media posts, newsletters, SWAG coordinated by the department for distribution, and appreciation signage throughout the stations. It's a coordinated effort to show appreciation for the important work being done by EMS practitioners.

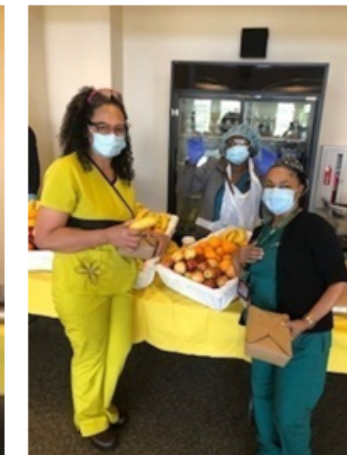


# Staff Spotlight in Newsletter

## DEPARTMENT OF PUBLIC HEALTH- LAGUNA HONDA HOSPITAL

Each month, a staff member is nominated by their peers to receive recognition for their contributions to their division and/or their exemplary support towards a project and the greater team.

This is a hospital wide opportunity to recognize staff on an ongoing basis and to elevate the department's commitment to showcasing their appreciation to staff. During Covid-19, teams worked hard to support one another and this monthly recognition became a team nomination, rather than focusing on an individual



# Monthly Employee Awards

## ADMINISTRATIVE SERVICES- 311

Customers call in to SF311 for service or information. Occasionally, the customer extends a commendation to the Customer Service Agent that assisted them. Each month the commendations are reviewed, (digitally) typed out on SF311 letterhead, and sent to the SF311 Director, Nancy Alfaro, to sign. The digital copy of the letter is saved in the respective agent's file.

Each month, a Staff Meeting is held (virtually, since the start of the pandemic), and the Agents that received commendations for the respective month are recognized on a PowerPoint slide that is presented during the Monthly Staff Meeting. When the agents are recognized, others that are in attendance are visually clapping (on camera), type kind words of appreciation in the Teams chat, or provide fun/positive emoji's.

Additionally, during the Monthly Staff Meeting, agents that achieve 100% on their 4 Quality Assurance call evaluations for the month, are recognized on a separate PowerPoint slide. The agent with this recognition also receives top priority when requesting time off.

### QA 100% Club – May 2021



Joning Adams	Jonah Goldman
Lisa Chin	Sophia Leng
Julia Crossman	JaSonte Miller
Antonio Espinoza	Richard Vo



# Peer-Nominated Awards

## SF PUBLIC LIBRARY

Staff Recognition Awards are peer-nominated, peer-reviewed, and peer-awarded. The event is organized by the HR office in collaboration with the other admin offices and the Friends of the Public Library. The previous year's staff recognition recipients are invited as members in the committee for the following year.

Awards are given to staff/team that embodied their work with SFPL's Strategic Priorities as well as SFPL Mission Statement and Core Values. The event is held on a Friday at the Main Library each year around May or June. Breakfast is provided to all attendees. All-Staff including commissioners are encouraged to attend the event.



# Thank You Note Activity

## HEALTH SERVICE SYSTEM

Health Service System hosted an activity and invited employees to gather for an arts and crafts activity that encouraged writing thank you notes that they could deliver when they return to the office.

This was a such a hit, they created a "Thank You Note" station for staff to drop-in and write thank you notes for one another.



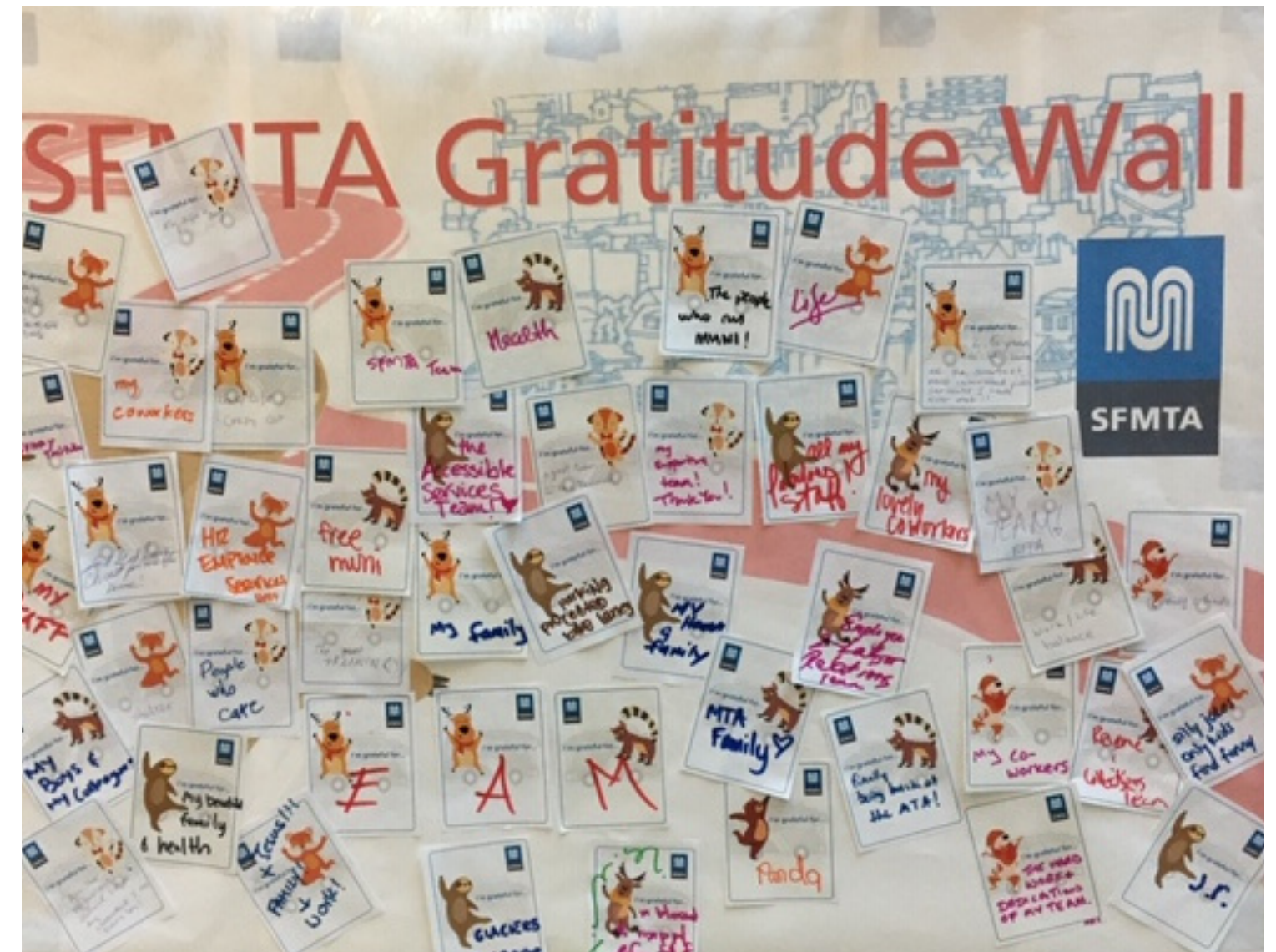


# Gratitude Board at Staff Event

## SF MUNICIPAL TRANSPORTATION AGENCY

The gratitude wall was an activity that brought participants together by finding common values in what people appreciated. Family, friends, colleagues, and food were themes on the board!

Participants shared what they were thankful for both professionally and personally. It was a feel-good activity that brought a feeling of collective good-will for participants. After the event, the gratitude wall was relocated to the HR lobby area and stayed up until the end of the year.



# Public Display of Appreciation

## SF INTERNATIONAL AIRPORT

Pictures of staff and thank you notes addressing staff members, were highlighted in a "Thank You Facilities" display board.

The board was meant to highlight various members on the facilities team and to show appreciation with notes from colleagues and leadership. The board stayed up as a positive display throughout the Covid response as a reminder that the Airport values each person and the work they contribute to every day.



# All-Hands Staff Shout Outs

## COVID COMMAND CENTER

All-Hands Meetings for the Covid Command Center invited all DSW Staff to gather in a Microsoft Teams Live Event that took place each week during throughout the pandemic response. This meeting invited thousands of employees to come together to ensure information was delivered consistently to all employees regarding updates to the work being coordinated throughout the City.

The All-Hands Meeting was also an opportunity to celebrate the success that took place in the past week. All Covid Command Center leaders would take time to acknowledge staff and the work being done by each division. Taking pause to celebrate staff accomplishments with shout outs, helped with morale. All shout outs were published in the meeting minutes and the recording was shared with anyone that could not attend.



# Staff Focused Diversity Activity

## SF HUMAN SERVICES AGENCY

Inspired by International Day, the In-Home Supportive Services (IHSS) Inclusion Committee hosted the 1st IHSS Cultural Fashion and Food Extravaganza on June 20, 2019. Initially, the event was promoted to IHSS staff and was held in a lobby/common space outside elevators at the 1650 Mission building. Unexpectedly, staff from other departments within the building showed interest in the event and were invited to participate as well, building even greater community among inter-department employees within the building.

Staff were invited to participate in a fashion show by wearing traditional cultural attire, showcasing garb and wares representative of their culture, or participating in a potluck. The event invited everyone to enjoy international cuisine while learning about each others cultures. Food and fashion were represented from around the globe including: Brazil, China, El Salvador, Russia, Cambodia, Vietnam, Mexico, Japan, and Native America. For example, a staff who is ethnically Chinese but born in Brazil shared a Brazilian dish, wore a traditional Chinese dress, and showcased traditional skirts from Laos.

