

*Missouri Leadership Academy*

# MO APPRECIATION

STATE TEAM MEMBER RECOGNITION PROGRAM

Class 7 Capstone Project  
February 8, 2022

# Meet Our Team



**Melissa Scheperle**  
Department of Transportation



**Heather Dolce**  
Department of Social Services



**Danielle Smith**  
Department of Commerce & Insurance



**Sara McNeely**  
Department of Commerce & Insurance



**Spencer Colliatie**  
Department of Corrections



**Sheila Kaiser**  
Department of Higher Education  
& Workforce Development



**"Treat team members like they will make a difference and they will."**

**-Jim Goodnight**

# Problem Statement

How can the State of Missouri improve the culture of recognition for state team members?

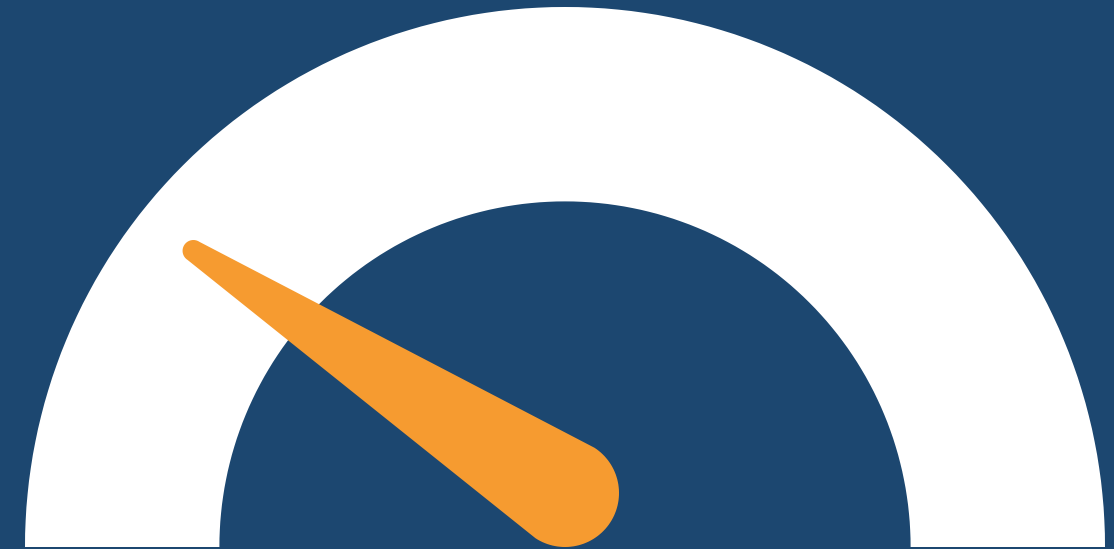
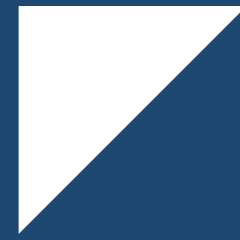




**50%**

**Of state team members say they are thanked or praised**

\*Data from October 2021 QPS Results



**21%**

**Of state team members say they get meaningful non-financial recognition**

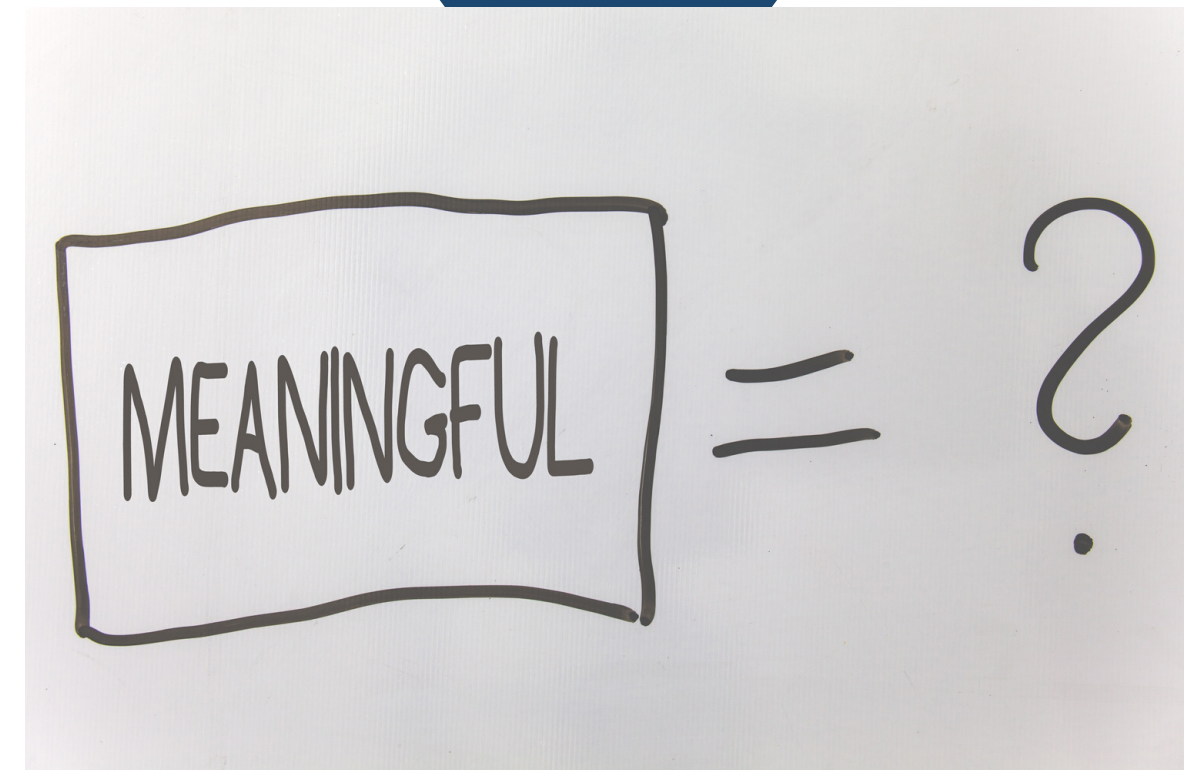
\*Data from October 2021 QPS Results



\*Data from QPS Survey Results

# Defining Meaningful

- Varies from department to department
- What is meaningful for one team member may not be meaningful or practical to another
- Leaders must consider many factors when deciding how to best reward or recognize teams



# Why do rewards & recognition matter?

Allows state team members to provide uninterrupted service to Missourians by:

- ✓ Reducing turnover & onboarding costs
- ✓ Increasing productivity
- ✓ Improving team member morale
- ✓ Becoming a competitive & desirable employer



# What are rewards and recognition?

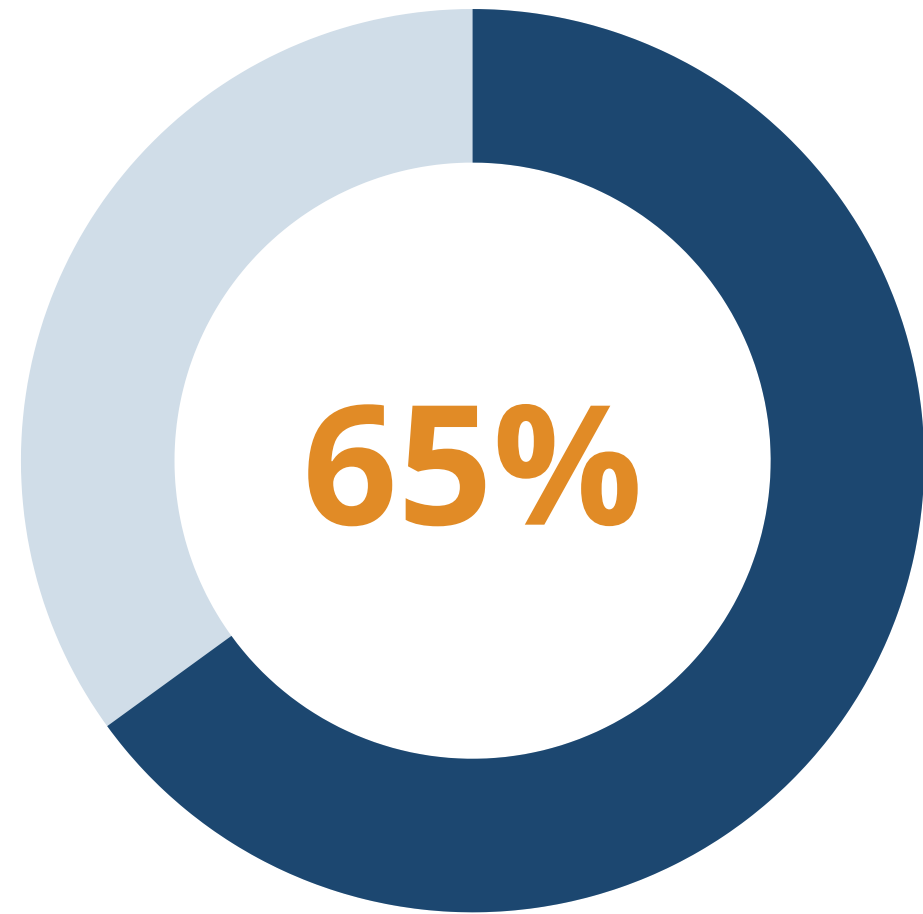
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A smiling man in a suit is holding a large, 3D yellow star. The background is a light blue gradient with a dark blue triangle at the bottom left.

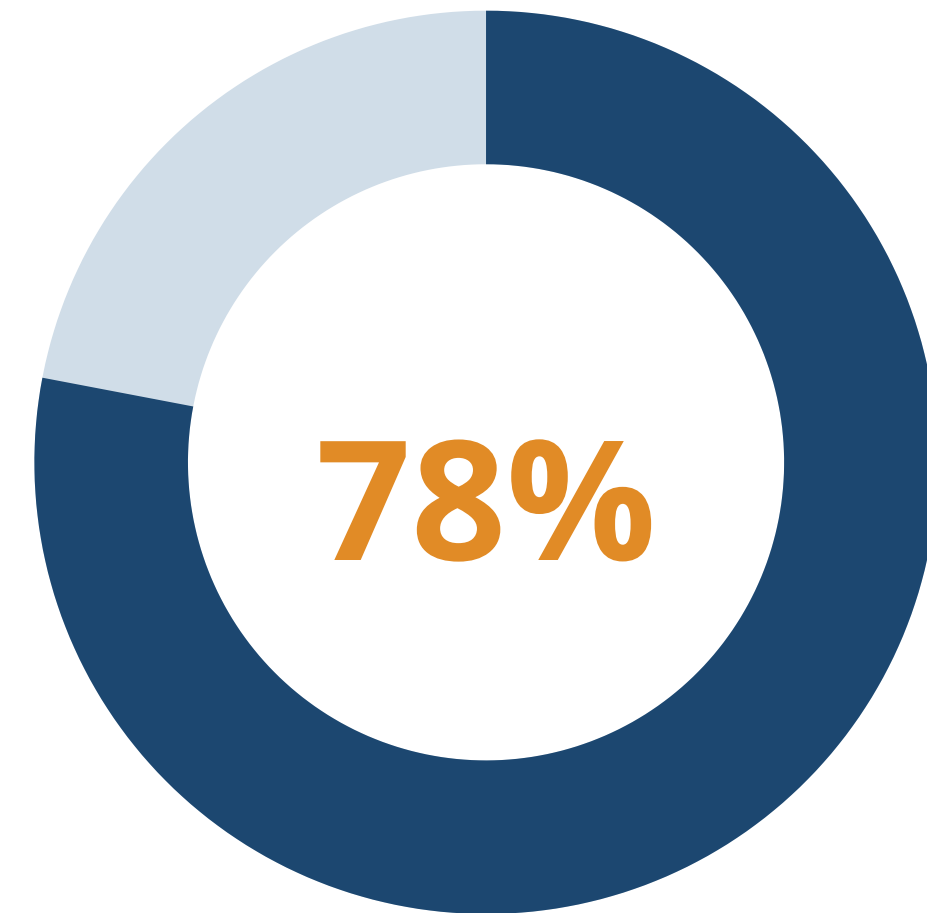
# What is a reward & recognition?

- Rewards are given for a job well done
- Recognition is the act of praising colleagues
- Types of rewards & recognition:
  - Monetary
  - Non-Monetary
  - Formal
  - In-Formal

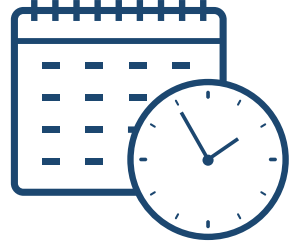
# But money isn't everything....



Of those surveyed preferred non-monetary incentives to monetary rewards



Of those surveyed agreed money isn't everything

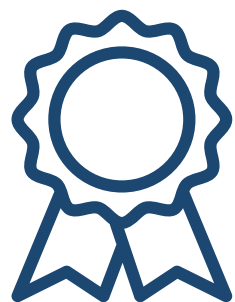


# Non-Monetary Rewards

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- Parking spot
- Flexible schedule
- Flexible work location
- Job shadowing or training opportunities
- Team member shout-outs
- Leadership Externship Program





# Formal Recognition

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- Department specific awards
  - Award of Valor (DOC)
  - High Achiever Award (MoDOT)
  - Innovations Challenge (MoDOT)
  - GEM Award (DOC & DOR)
- Statewide award opportunities
- Tenure awards



# Informal Recognition

- Saying thank you
  - Verbally, thank you cards, using shout-out or kudos boards, etc.
- Team building activities
- Group lunches



# Who should rewards & recognition come from?

- Encouraged from everyone
- Top-down & bottom-up
- Peer to peer
- Across departments & partners
- Governor's Office



How do we make improvements?

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# Solutions Considered

- Implementing a new award
- Encouraging public recognition from top leaders
- Implementing a recognition policy



**Ultimately we discovered that one solution does not fit all**

# Resources DO Exist

- Most departments have formal rewards & recognition established
- Statewide opportunities also exist
- Opportunities can be tricky to find and they are spread out all over



# Steps to Create a Recognition Culture

1



Centralize existing resources on single website

2



Promote recognition culture through branding & advertising

3



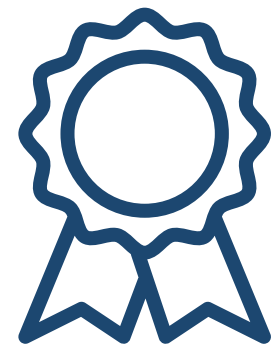
Name appreciation ambassadors to help drive change

4



Maintain website & continue to promote recognition culture

# Website Overview



Recognition  
Opportunities



Why it  
Matters



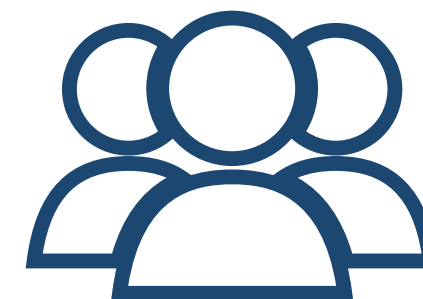
Getting  
started



Measuring  
Success

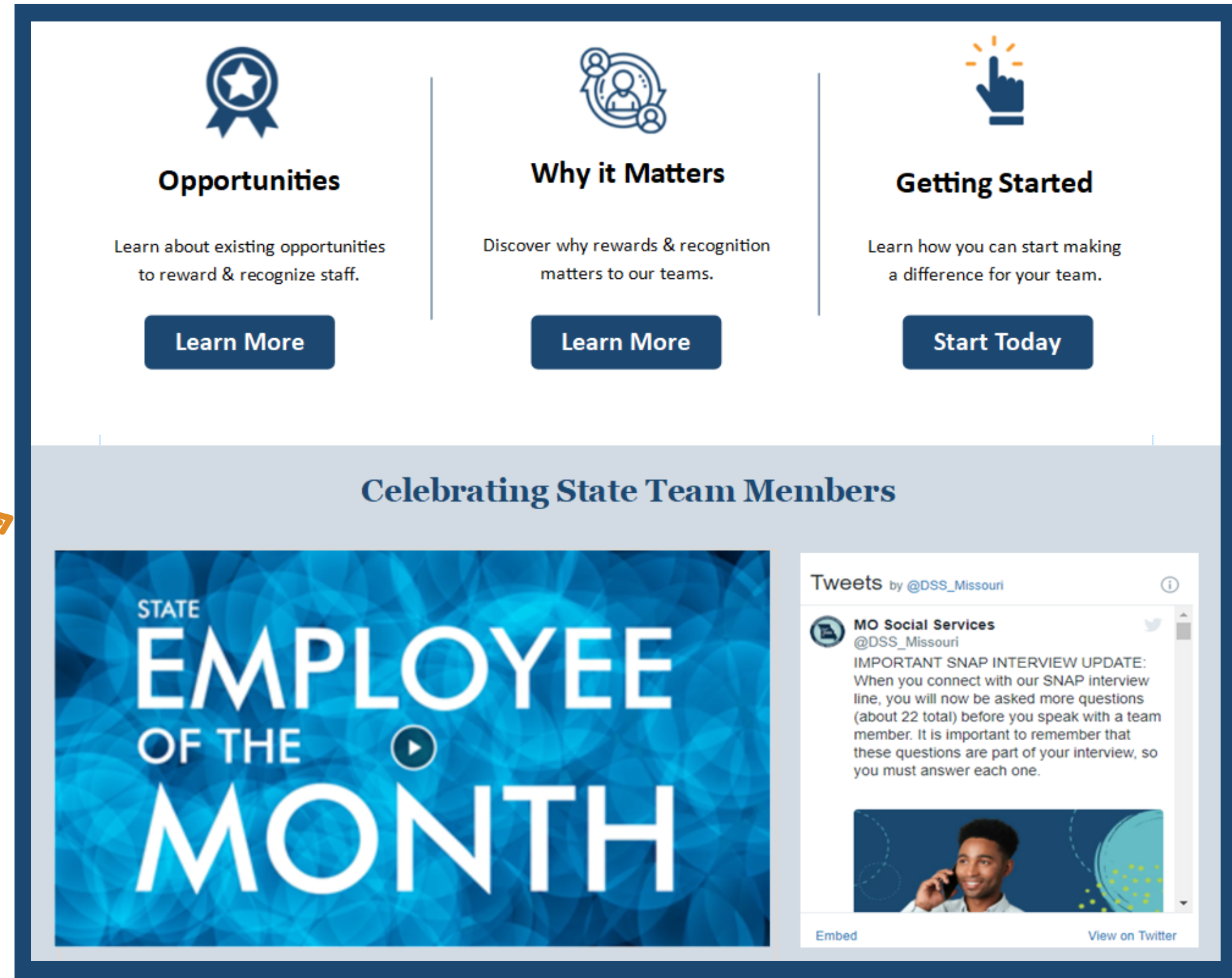
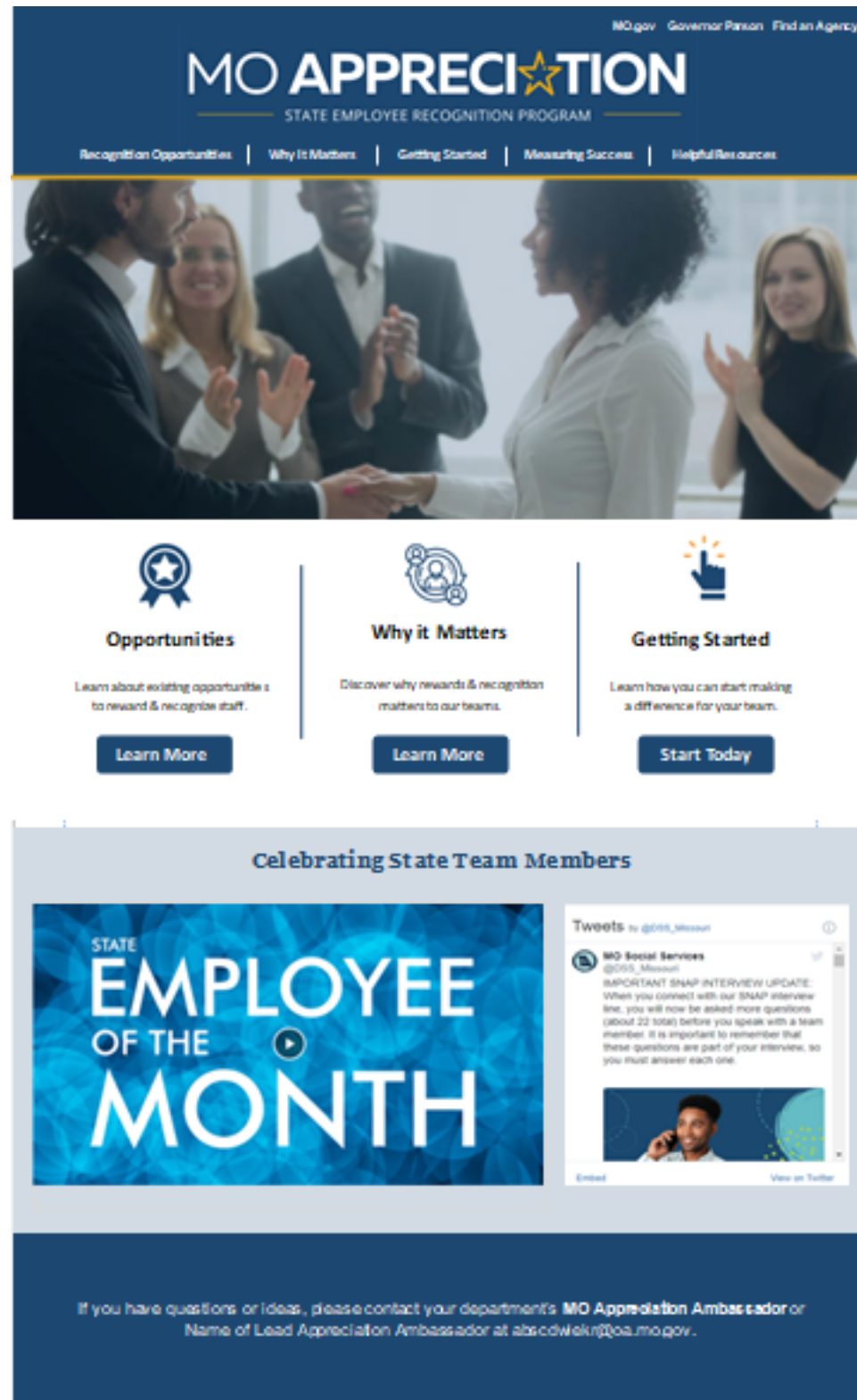


Appreciation  
Resources



MO Appreciation  
Ambassadors

# Website Mock-Up



Home Page Mock

# Website Mock-Up



Select your department below to see the types of formal recognition opportunities you may have. You can also select "Statewide" to see the formal awards and recognitions available to all state team members.

If your department is not listed below, this means that there are no formal recognition opportunities identified at this time. If you have any suggestions for opportunities or improvements, please reach out to your MO Appreciation Ambassador.

## Department of Social Services

### Employee of the Month

The DSS Employee of the Month program recognizes accomplishments of a DSS team member, including their commitment to serving Missouri citizens above and beyond their normal duties, demonstrating a high level of productivity and quality work, a high degree of initiative, exceptional dependability, and continual effective working relationships.

- **How to nominate:** Complete and submit an **Employee of the Month Nomination Form** by the first day of the month. Each nomination will be considered for 6 consecutive months.
- **Who can nominate:** Anyone can nominate any DSS team member.
- **Reward:** Team members who are selected as Employee of the Month will get **8 hours** administrative leave with pay and a certificate. These employees will also be considered for the State Employee of the Month award. In addition, team members who nominate someone selected as the Employee of the Month will receive **4 hours** of administrative leave in recognition and appreciation of their nomination.

### Workplace Wellness Champion

Recognizes DSS team members that champion workplace wellness by modeling a healthy lifestyle, making positive changes in health behaviors, or motivating others to make health improvements.

- **How to nominate:** Complete and submit a **Workplace Wellness Nomination Form** to [DSSWellness@dss.mo.gov](mailto:DSSWellness@dss.mo.gov) by the first day of the month. Each nomination will be considered for 6 consecutive months.
- **Who can nominate:** Anyone can nominate any DSS team member.
- **Reward:** Team members who are selected as Employee of the Month will get **8 hours** administrative leave with pay, a certificate, and will be featured on the Internal DSS Workplace Wellness Program website. In addition, team members who nominate someone selected as the Employee of the Month will receive **4 hours** of administrative leave in recognition and appreciation of their nomination.

If you have questions or ideas, please contact your department's MO Appreciation Ambassador or Name of Lead Appreciation Ambassador at [abc@state.gov](mailto:abc@state.gov).

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## Interior Page Example

# Branding & Advertising

- Website (internet & intranet)
- Visuals & graphics (sliders, social media frames, etc.)
- Social media & hashtags
  - #MOAppreciation
  - #MOAppreciatesYou

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# Appreciation Ambassadors

Name a team of appreciation ambassadors:

- Representative from each department
- Lead ambassador from OA





# Ambassador Responsibilities

- Updating the website
- Serve as a contact within their department
- Help facilitate nominations
- Operating rhythm
- Open channel of communication



How do we move forward &  
implement?

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# Quick Wins



## Name Appreciation Ambassadors

Name one from each department & a lead ambassador from OA



## Use Hashtags & Create Graphics

Create social media content for immediate public recognition



## Promote Non-Monetary Rewards

Make supervisors aware of opportunities & how to promote recognition culture

# What is the timeline?

**01**

**March 1,  
2022**

Work with IT to begin building mocks and final website material

**02**

**March 15,  
2022**

Name appreciation ambassadors for each department

**03**

**June 1,  
2022**

Website draft ready for review and feedback

**04**

**July 1,  
2022**

Go live with website & add link on every department's intranet

**05**

**December  
30, 2022**

Measure success by reviewing results of QPS

# How will we measure short-term success?

- Page visits to website
- Social media engagement
- Additional resources added to website
- Increased nominations for rewards/recognition

# How will we measure long-term success?

Using tools we already have:

- QPS data
- Retention rates
- Engage Upward Feedback



# Questions?

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