



Rewards & Recognition

MISSOURI LEADERSHIP ACADEMY
CLASS 12



— TEAM R&R —

Tanner Stephenson

Mental Health

Antonio Mitchell

Social Services

Missy Pyatt

Revenue

Holly Krieg

Governor's Office/Social Services

Cindy Dunnaway

Transportation

Zeshan Hyder

*Higher Education & Workforce
Development*

Agenda



Development

- QPS Questions on Motivation
- Problem Statement
- QPS Data Analysis



Research

- Existing Rewards & Recognition Programs
- Reasons for low agreement?
- Discussions & Industry Research



Findings

- Recommendations
- Conclusions

QPS Questions on Motivation

1. The organization provides meaningful non-financial rewards and recognition to those who deliver an outstanding contribution.
2. The organization rewards high performance with interesting opportunities or additional responsibilities.

Problem Statement

How can the State of Missouri expand its

**REWARDS & RECOGNITION
PROGRAMS,**

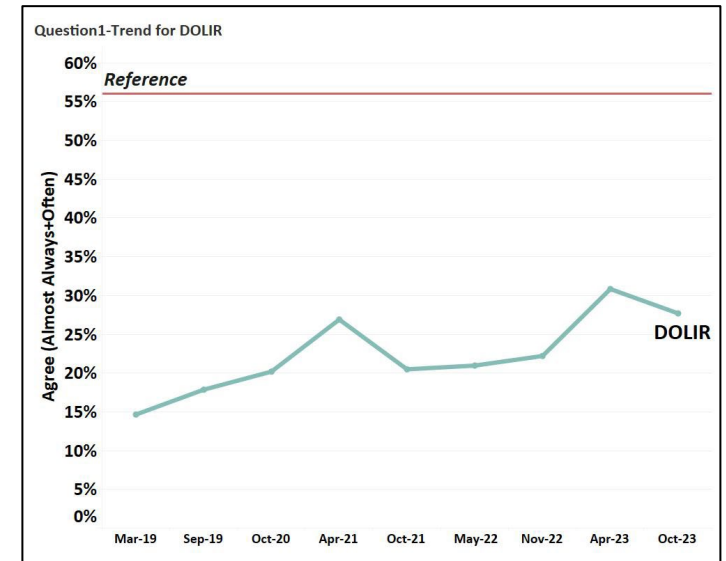
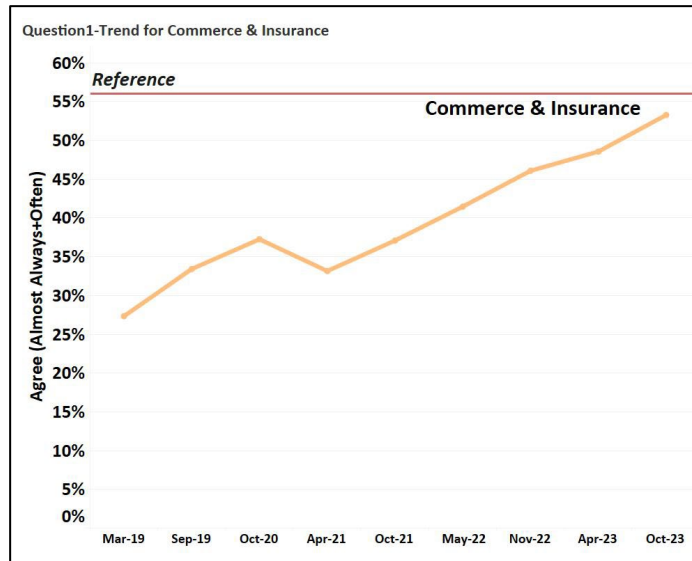
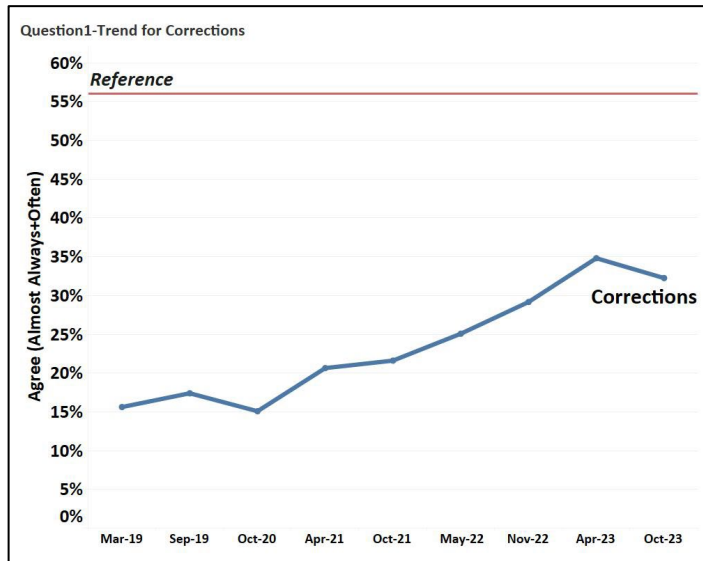
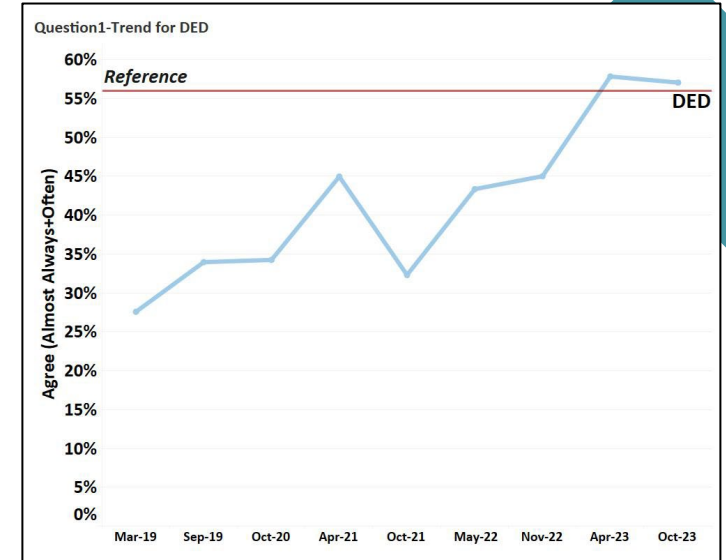
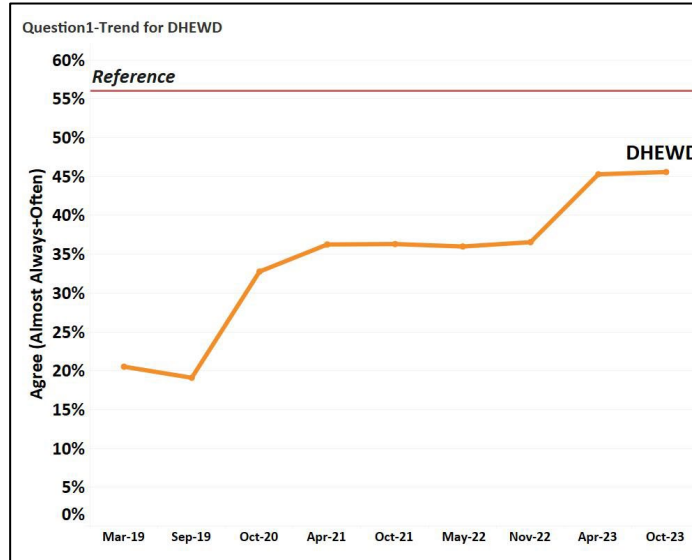
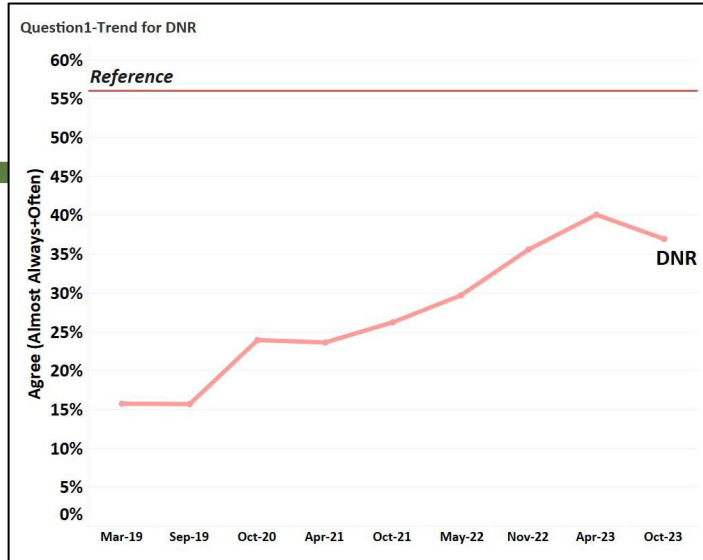
in Fiscal Year 2025, so employees feel more

motivated, valued, and appreciated?

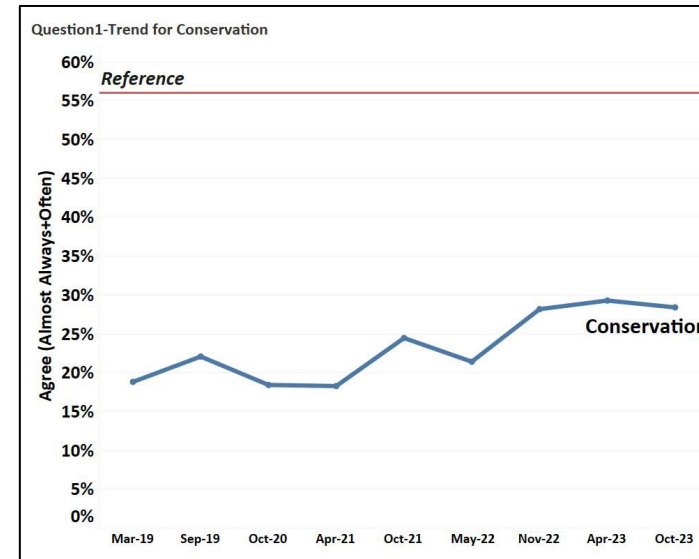
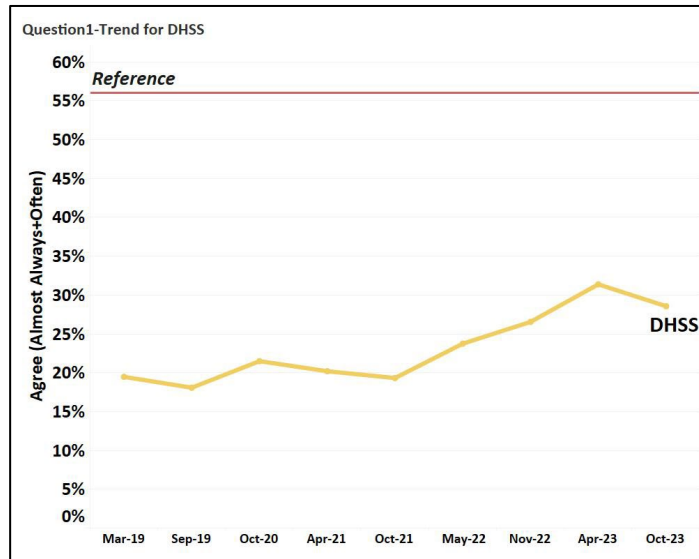
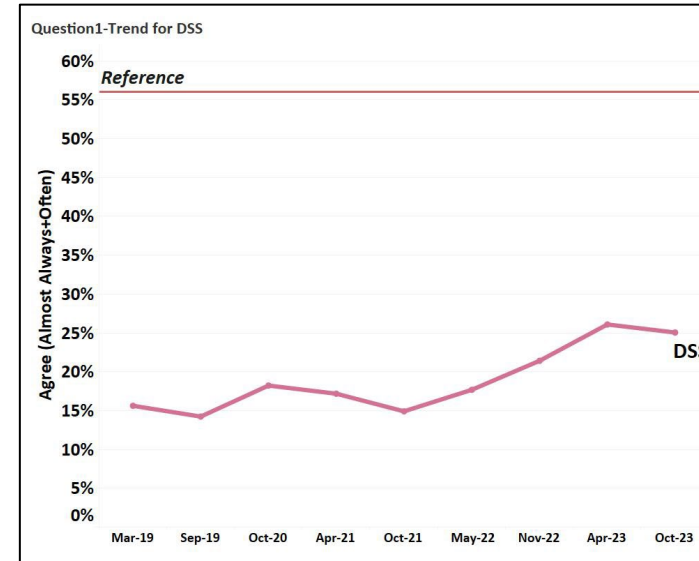
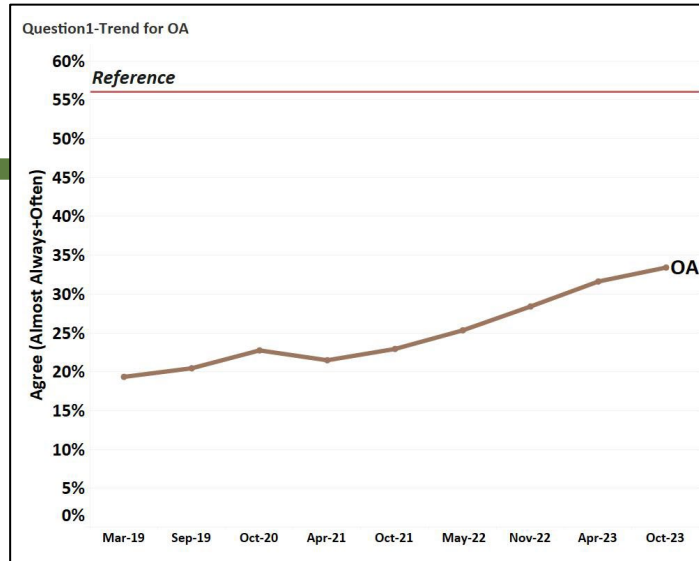


QPS Data Analysis

QPS Results (Question1, Significant Improvement)



QPS Results (Question1, Improvement)

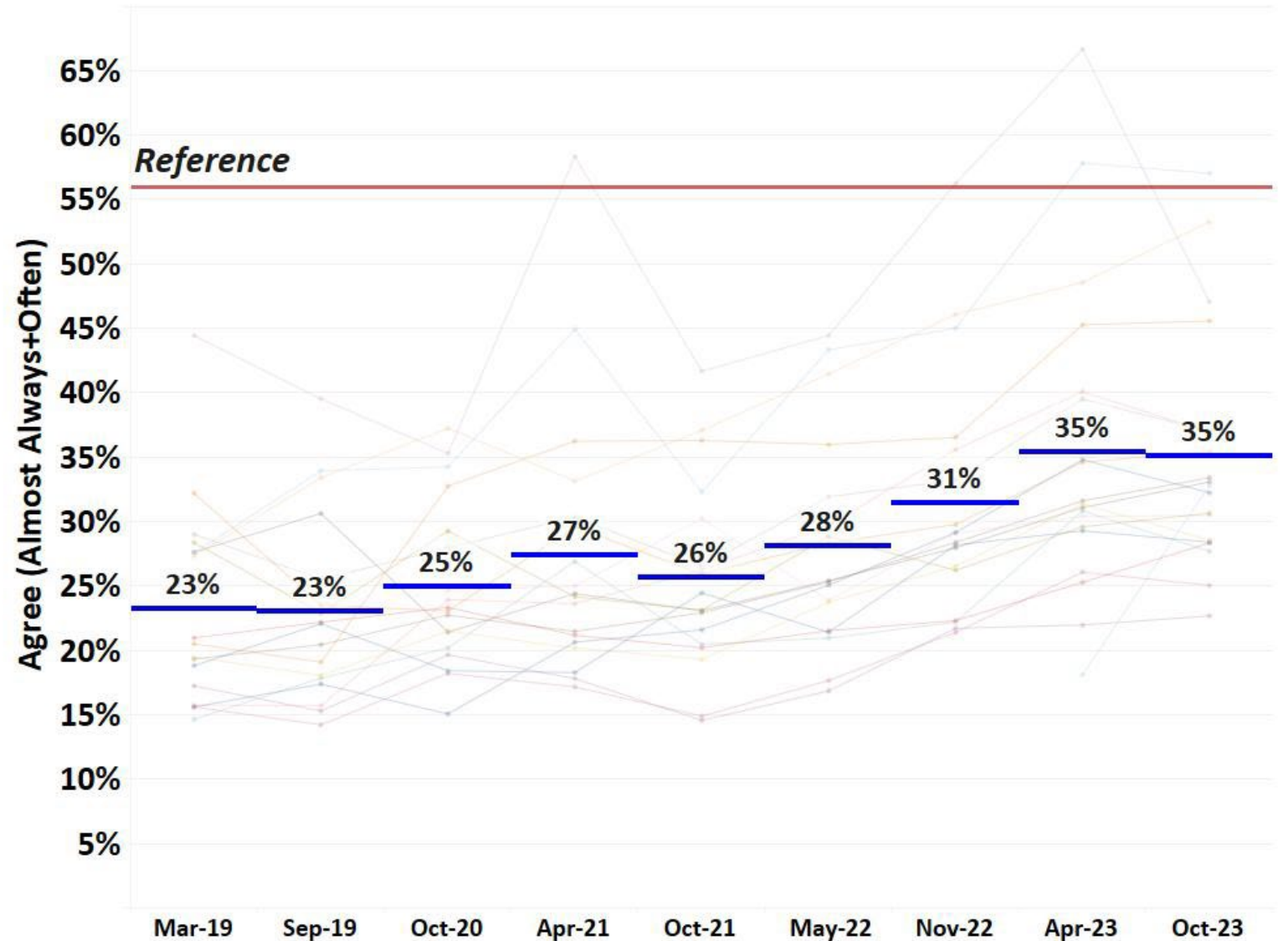


QPS Results

(Question 1, Meaningful non-financial rewards & recognition)

- Most departments trend in the low to high 20's in terms of agreement on rewards & recognition programs.
- Even the high performers trend in the low 50's.
- The smaller the department, the higher the performance is in terms of agreement on rewards & recognition value to employees.

Question 1-Average Agreement for All Departments each QPS

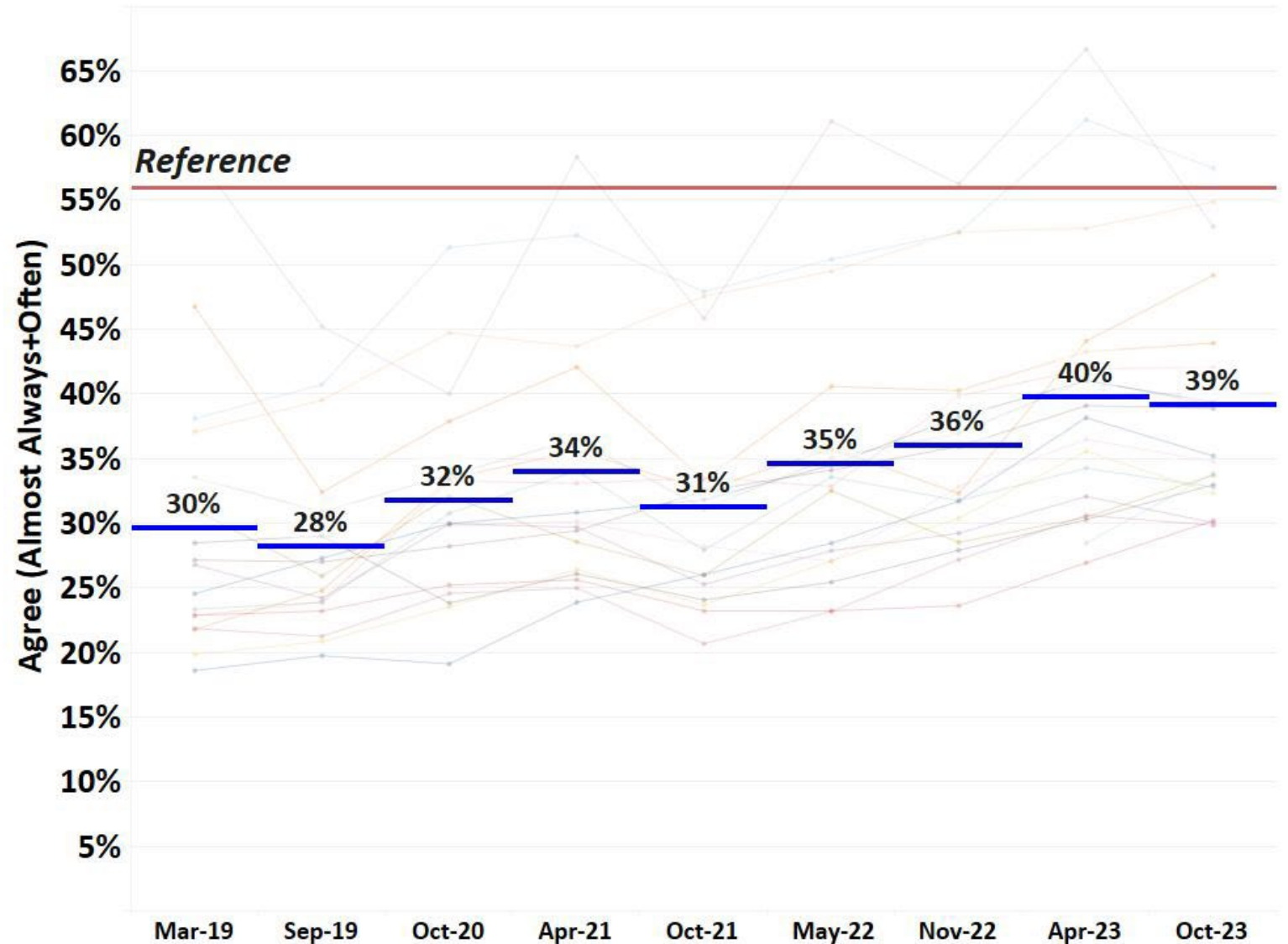


QPS Results

(Question 2, high performance with interesting opportunities)

- Similar trends (even in highly rated departments for this category)

Question 2-Average Agreement for All Departments each QPS





Research

Existing Rewards & Recognition Programs



- DNR Director's Award
- Carol Cares Award
- Team Member of the Month
- Team Member of the Year
- All-Star Administrative Award
- Administrative Assistant of the Year
- Service Awards
- Informal Influencers
- Employee Accolades
- **Also 24 other Division or Regional Awards**



- Team Member of the Month
- Team Member of the Year
- **Good DHEWD Award**
- **League of Extraordinary DHEWDs**
- Team Member Shout-Outs



- **R&R became a Strategic Initiative**
- Team Member of the Month
- Tenure Recognition



- **Implemented The Corrections Way**
- Team Member of the Month
 - Department
 - Division
- Award of Valor
- Distinguished Service Award
- Lifesaver Award



- Employee of the Quarter
- Director's Applause
- **Kudos Award**
- PR Newsletter Recognition



- **DOLIR Difference** – GEAR Values:
 - Guidance
 - Efficiency
 - Accountability
 - Respect
- Service Awards

Reasons for Low Agreement?



Implementation

Lack of Recognition

Selection
Criteria

Frequency

Communication

Meaningfulness of Rewards

Involvement
of Leadership

Value



Discussions & Industry Research





Recommendations & Conclusions

Recommendations



Aligning
**Rewards &
Recognition**
with
CORE VALUES



EMPHASIZE
the practice of
**Rewards &
Recognition**



Develop a
**Rewards &
Recognition**
Web-Based
Application Solution

Aligning Rewards & Recognition With Core Values

Team R&R recommends that all State of Missouri's Executive Departments align Rewards & Recognition with their defined core values.



Aligning Rewards & Recognition With Core Values

Department of Economic Development



Formal Recognition

Team Member of the Month

The DED Team Member of the Month program is an opportunity to recognize a DED team member who excels in collaboration, communication, creative thinking/resolution, customer service, initiative, leadership/mentoring, or developing workplace harmony. This can also be used as an opportunity to recognize when a team member makes a notable impact or contribution, or when they excel in a special project.

Aligning Rewards & Recognition With Core Values

Department of Commerce and Insurance



Formal Recognition

DCI Division Employee of the Quarter

The Division Employee of the Quarter recognizes an employee who:

- Efforts and behaviors **contribute to achieving the mission of the department or the core values of their respective division.**

Aligning Rewards & Recognition With Core Values

DOR Awards

The DOR Awards program allows any DOR team member to recognize another team member for their contribution towards success. There are 5 categories for DOR Awards:

- **Citizens First:** This award is meant for team members who consistently put citizens first. Team members who share the department's milestones, work to educate staff about metrics, and/or who help design and provide content for the bureau story boards may also be considered for this category.
- **Role Clarity:** This award is meant for team members who help others understand what is expected of them, or team members who explain the entire work process well, including where the work comes from and where it goes afterwards.
- **Leadership:** Team members who demonstrate leadership behavior, like engaging others in decisions, empowering team members, and focusing on team member development by encouraging training and development opportunities may be eligible for this award. Team members do not have to be a supervisor to be considered for this award.
- **Recognition:** Team members recognize superior performance of their coworkers, and hold themselves accountable and responsible for the success of the team and the work performed.
- **Other:** Team members who deserve recognition, but may not fit the requirements of any of the other categories. For example, a team member who is always positive, cheerful and respectful may be nominated for "Creating a Happy Work Place."

Aligning Rewards & Recognition With Core Values



DEPARTMENT OF HIGHER EDUCATION & WORKFORCE DEVELOPMENT QUARTERLY FORMAL RECOGNITION

GOOD DHEWD AWARD

PURPOSE

The Good DHEWD Award (GDA) recognizes Department of Higher Education and Workforce Development team members who has shown a specific value and character trait.

CRITERIA

An employee may be nominated for **ANY** of the following DHEWD values that include one of the character traits listed below:

DHEWD Values:

Teamwork – observed a commitment to a culture of teamwork to accomplish our goals together

Collaboration – observed delivering excellence through collaboration with partners and stakeholders

Accountability – observed embodying accountability through trust and professionalism

Work-Life Balance – observed embracing work-life balance by prioritizing respect, boundaries, and time

Emphasize the Practice of Rewards & Recognition

- At a State level, include curriculum specific to Rewards & Recognition in:
 - Missouri Way
 - Breakthrough Leadership
 - State of Missouri Leadership Academy
 - MOVERS Learn
- At a Department level, include information specific to Rewards & Recognition in:
 - Department Professional Development Initiatives
 - Onboarding Processes
 - Intranets



Rewards & Recognition Web-Based Application Solution

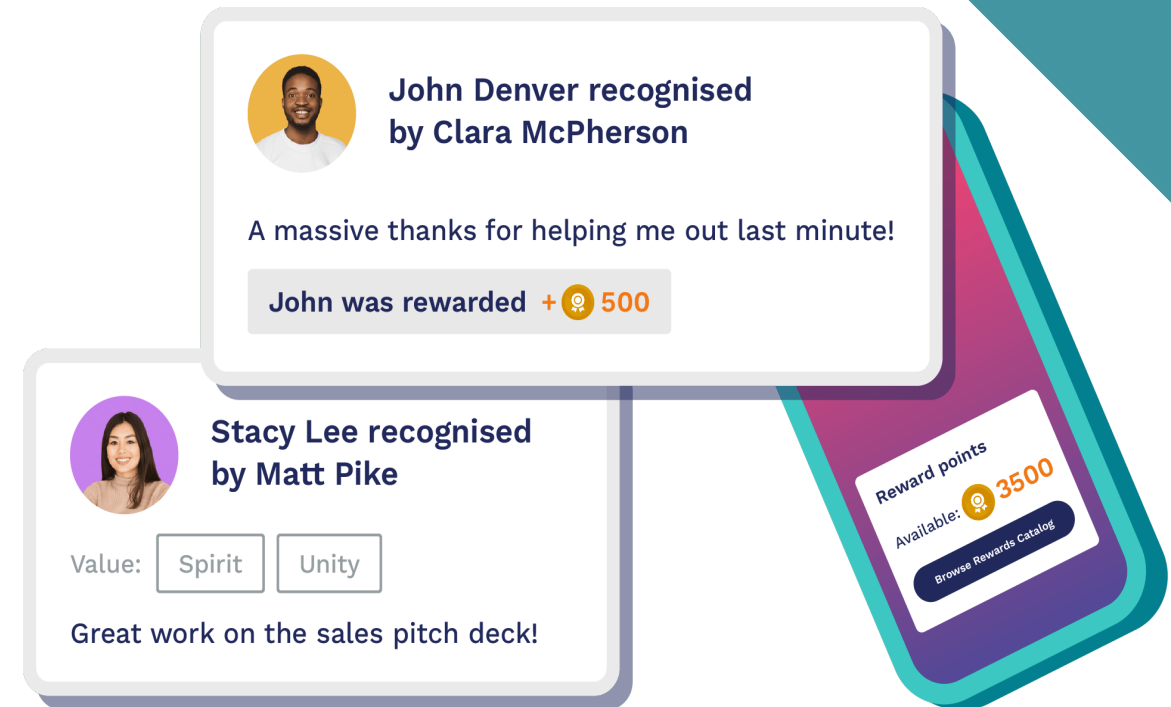
Team R&R recommends the
State of Missouri:

- Develop a project team.
- Analyze the return on investment for a web-based application.



Rewards & Recognition Web-Based Application Solution

- Rewards & Recognition at your fingertips.
 - Increasing the opportunity for Leaders to Reward and Recognize more frequently.
 - Allows Rewards and Recognition to better reach remote and distributed Team Members.
- The ability to tie Recognition to a points system, allowing Team Members to “cash-in” points for tangible, non-financial rewards.



Conclusions

The State of Missouri can expand its

REWARDS & RECOGNITION PROGRAMS

by **consistently promoting** these practices at **both** the state and department levels,
aligning them with

CORE VALUES,

and deploying a **web-based application solution** for real-time rewards and recognition.

If implemented, employees will feel more **motivated** and **valued**, leading to

increased performance and satisfaction.



**Thank You
from Team R&R!**



Web-Based Application Costs

Company	Price Per Employee	Frequency	Total Cost	Notable Clients	Notes
Nectar	\$2.75	Monthly	\$1,650,000	SHRM, Calendly, Redfin, MLB, Heineken, Golden State Warriors	Volume discounts to organizations with 500+
	\$4		\$2,400,000		
Empuls	\$3		\$1,800,000	Grammarly, Adobe, Freshworks, Pepsi	\$0 platform fees for Employee Gifting and Service Awards, but 5% fees on rewards issued
Bonusly	\$5		\$3,000,000	Headspace, Care.com, ZipRecruiter	Custom pricing available for larger organizations
Assembly	\$2		\$1,200,000	Coca-Cola, Amazon, Bambee, PODS	Custom pricing available for larger organizations
	\$4		\$2,400,000		
	\$6		\$3,600,000		
Motivosity	\$4		\$2,400,000	Bosch, KPMG, WGU, Fujifilm	--
Guusto	\$40		\$24,000,000	Marriott, Unilever, Fairmont Hotels and Resorts	Free account and paid plans starting at \$40. Only pay for the user who sends the recognition, while recipients are unlimited.
Qarrot	\$3.60		\$2,160,000	Aleva Stores, Honda, ABM, Saatva	Custom pricing and volume discounts for 100+ users
Mo	\$2.25		\$1,350,000	Ocado, Quark, AXOL	Custom pricing is available for the Transform package on request.
	\$4.50		\$2,700,000		