

FORT CAMPBELL

FAMILY AND MWR



EMPLOYEE
RECOGNITION

&

INCENTIVE PROGRAM

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Q1 2019

Division Stepping Up to the Plate Award

- Purpose: This is a **DIVISION** level award for the recognition of employees who exhibit **exceptional performance and reflect positively upon the organization.**
- Intent: The intent of this award is to provide employee recognition through peers and/or supervisors.
- Criteria: Employees nominated for this award must have demonstrated #1 and #2 of the criteria listed below, as well as five or more of #3 through #10.
 1. Employee consistently displays **C.U.S.T.O.M.E.R.** techniques
 2. Employee consistently displays Army Values (LDRSHIP – **L**oyalty, **D**uty, **R**espect, **S**elfless service, **H**onesty, **I**ntegrity, **P**ersonal courage)
 3. Employee creates a pleasant and productive work environment for employees.
 4. Employee listens to suggestions and ideas.
 5. Employee recognizes and acknowledges superior performance.
 6. Employee is open-minded and flexible in dealing with employees.
 7. Employee encourages professional growth of employees.
 8. Employee provides a sense of vision for the department and makes employees feel actively involved in the goals of the department.
 9. Employee promotes innovative and creative ideas that improve the efficiency of customer service interactions.
 10. Employee must not have a derogatory counseling or report during the period of nomination.
- Nomination: Any Family & MWR employee may be nominated for this award. The nominee must not have been already selected as Division Stepping Up to the Plate Award within the last four quarters.
- Submission: Nominations are accepted up until the submission deadline.
- Selection: Award recipients are chosen by the awards committee.
- Award: Family & MWR On the Spot (OTS) of \$150 with Certificate of Achievement.
- Recognition: Recipients will receive award during Quarterly Family & MWR award ceremony.

Family & MWR Stepping Up to the Plate Award

- Purpose: This is a **DIRECTORATE** level award for the recognition of employees who exhibit exceptional performance and reflect positively upon the organization.
- Intent: The intent of this award is to provide employee recognition through peers and/or supervisors.
- Criteria: Employees nominated for this award must have demonstrated #1 and #2 of the criteria listed below, as well as five or more of #3 through #10.
 1. Employee consistently displays **C.U.S.T.O.M.E.R.** techniques (**C**heerful greeting, **U**se positive communication, **S**how positive image and attitude, **T**eamwork, **O**wn your job, **M**ake it up to the customer, **E**xtra mile, **R**emember to thank each customer).
 2. Employee consistently displays Army Values (LDRSHIP – **L**oyalty, **D**uty, **R**espect, **S**elfless service, **H**onesty, Integrity, and **P**ersonal courage).
 3. Employee creates a pleasant and productive work environment for employees.
 4. Employee listens to suggestions and ideas.
 5. Employee recognizes and acknowledges superior performance.
 6. Employee is open-minded and flexible in dealing with employees.
 7. Employee encourages professional growth of employees.
 8. Employee provides a sense of vision for the department and makes employees feel actively involved in the goals of the department.
 9. Employee promotes innovative and creative ideas that improve the efficiency of customer service interactions.
 10. Employee must not have a derogatory counseling or report during the period of nomination.
- Nomination: **Any Division Stepping Up to the Plate recipient is eligible.** The recipient must not have already been selected as the Family & MWR Stepping Up to the Plate recipient within the last four quarters.
- Submission: Nominations are accepted up until submission deadline.
- Selection: Award recipients are chosen by the awards committee.
- Award: Family & MWR On the Spot (OTS) \$200 & Certificate of Achievement.
- Recognition: Recipients will receive award during Quarterly Family & MWR award ceremony.

Caught In the Act (C.I.A.) Award

- Purpose: **This award is an award which can be given from employee to employee or from supervisor to employee.**
- Intent: The intent of this **peer-based** award is to promote esprit d' corps throughout the organization using employee to employee recognition.
- Criteria: Any action that an employee is "Caught In the Act" doing which reflects positively upon them and their organization; these are generally small actions that take place on a daily basis. Possible examples are as follows:
 1. Employee goes above and beyond to assist a customer.
 2. Employee is a team player when working with other Family & MWR agencies.
 3. Employee is willing to take on additional responsibilities.
 4. Employee received customer submitted positive ICE comment(s).
 5. Customer provided positive feedback, other than ICE, to employee's supervisor or co-worker.
- Nomination: Any Family & MWR employee is eligible to receive a "Caught In the Act" (C.I.A.) nomination. **Employees may nominate other employees, even outside their division, and supervisors may nominate employees.** Multiple nominations may be submitted.
- Award: \$100 reward for each C.I.A. Division recipient. Multiple winners may be awarded.
- Recognition: Recipient (s) will receive recognition during Quarterly Family & MWR award ceremony.

Family & MWR Shining Star Award

- Purpose: **This award is an award which can be given from peers only.**
- Intent: The intent of this peer-based award is to promote esprit d' corps throughout the organization using employee to employee recognition.
- Criteria: A single act by an employee during the quarter of award, must demonstrate exceeding customer expectation & being a stellar team player.
 1. Submitted by peers only
 2. Same employee cannot win consecutively
 3. Nominees will not be announced
- Nomination: Any Family & MWR employee is eligible to receive a Shining Star nomination. Employees may nominate their peers. All nominations will be submitted electronically to the Family & MWR Recognition & Incentive Committee.
- Selection: Award recipients are chosen by the awards committee.
- Award: Family & MWR On the Spot (OTS) \$300, Certificate of Achievement, and the Shining Star Trophy to be displayed at the winning employee's work place.
- Recognition: Recipient will receive recognition during Quarterly Family & MWR award ceremony.



DIRECTORATE OF FAMILY AND MWR AWARD NOMINATION FORM

This award recognizes an **Employee** who has demonstrated extraordinary performance. Why should this employee be recognized for an award? Review the criteria below for factors to be considered. Please give a concise, complete and accurate description. Self-nominations are not accepted. Please submit to the

following e-mail: **USARMY Ft Campbell IMCOM FMWRC Mailbox MWR Employee Awards**
<usarmy.campbell.imcom-fmwrc.mbx.mwr-employee-awards@mail.mil>

Nominee (please print): _____

Nominee's Supervisor (please print): _____

Department/Agency: _____

Name of Nominator: _____

Telephone number: _____ Date: _____

Stepping Up to the Plate Award _____

Caught In the Act (C.I.A.) Award _____

Shining Star Award _____

Nomination Criteria

Below are the criteria for consideration when nominating an EMPLOYEE. **List the project, process, activity, task, etc. BE SPECIFIC. See attached examples.**

It is not necessary that an Employee meet all criteria. **If the accomplishments do not correspond with the measurements listed below, tell us about them anyway – let the committee be the final judge. Please attach addition sheets if necessary.**

INCREASE IN QUALITY OF SERVICES DELIVERED: Employee's actions directly impact the level of customer service provided within the Family & MWR Directorate, Fort Campbell or directly to the public. Employee consistently displays Army Values (LDRSHIP – **L**oyalty, **D**uty, **R**espect, **S**elfless service, **H**onesty, **I**ntegrity, and **P**ersonal courage). Employee received customer submitted positive ICE comment(s). Employee must not have a derogatory counseling or report during the period of nomination.

- C** – Cheerful greeting!
- U** – Use positive communication!
- S** – Show a positive image and attitude!
- T** – Teamwork!
- O** – Own your job!
- M** – Make it up to the customer!
- E** – Extra mile!
- R** – Remember to thank each customer!

Examples of nomination write-ups

- 1) *Employee* has really stepped up to the plate lately. In a time of staff shortage *employee* continuously worked to make sure company level softball was able to take place. He has worked by himself lining and mowing fields to make sure the games go on. The Soldiers have shown their gratitude and really appreciate all he has done. Without his efforts, the intramural sports program would have struggled to provide the quality programming the Soldiers deserve. *Employee* has went above and beyond what is required of him. He has been a team player and done all of this with a positive can-do attitude. He stepped up to the plate and owned his job.

- 2) *Employee* was selected for the Lead Recreation Assistant position at Facility after working at a different Facility the last few years. *Employee* had been working two months at Facility before his supervisor suddenly retired. *Employee* did not hesitate to take the reigns as a leader for the Facility. *Employee* is self-taught. He quietly tried to figure processes and asked for help when needed. *Employee* scheduled employees, prepared their payroll, and helped team members get up to date with annual training. He set up an Emergency Action Plan and had the Fire Marshall inspect the building to set up occupancy limits for each area of the facility. *Employee* went through every closet and storage area and organized supplies and turned in equipment no longer needed. He inventoried property and listed and acquired items needed to improve the facility. *Employee* formed a good working relationship with DPW. He has cleared up all outstanding work orders and has been instrumental in getting the sauna repaired. *Employee* is always finding ways to improve the building. He single handedly waxed the floors in the building. *Employee* has high standards and leads by example. He is known to take co-workers to the side and let them know where they are falling short or how they can improve. He has also helped ease any misunderstanding or tension that may have occurred between co-workers. *Employee* genuinely cares about the staff at Facility and he cares about the service he and the staff give to their customers. He greets customers, listens to their compliments and passes on praise when given. *Employee* did not have second thoughts when he volunteered to be part of the crew that opened the Facility on snow days. He put himself above others to ensure that the facility was open for patrons. *Employee* is not a man of many words. He observes, makes an action plan and executes the task. *Employee* will take on any assignment and complete it before the due date. He is a true mentor to the staff and is whole heartedly dedicated to the customers at Facility. We are fortunate to have *Employee* as part of our team.

Tips and tricks for an impactful nomination

- Be specific; do not copy/paste for an entire team. Recognize the individual and their unique accomplishments. Use S.M.A.R.T. goals to write awards.
 - Specific
 - Measurable
 - Actionable
 - Relevant
 - Time-bound
- Indicate the category the submission is for, please do not submit for all.
- Say it like it is, no need to make things too fancy!
- Grammar and spelling count.
- Review before submitting to ensure the criteria are met.