RiSE

Recognizing Inspirational Superior Effort
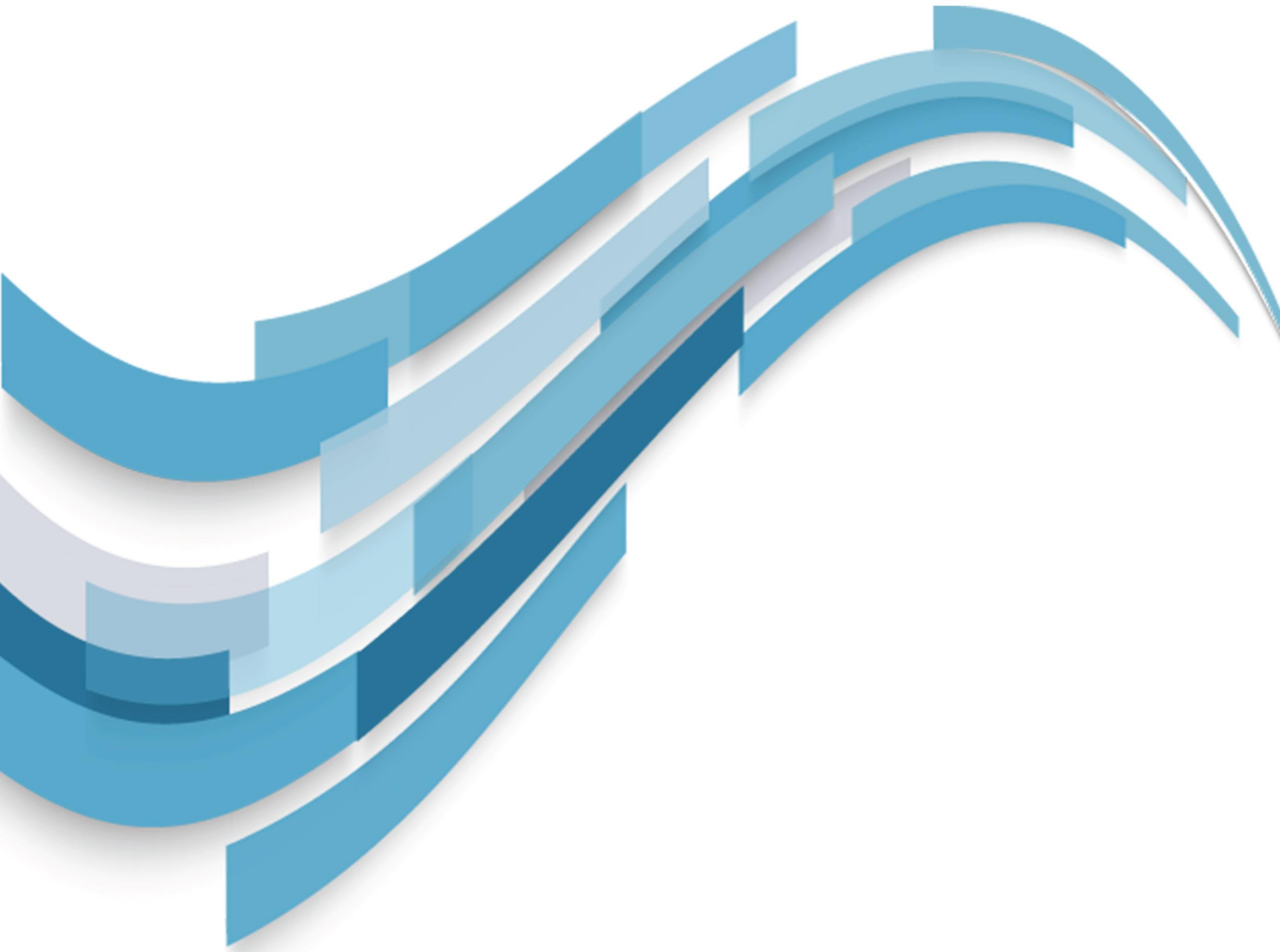
FIU | Herbert Wertheim College of Medicine

FLORIDA INTERNATIONAL UNIVERSITY

Administrative and Staff
Employee Recognition Program Handbook

Table of Contents

R.I.S.E Handbook

I. Introduction

This handbook sets forth the general guidelines and procedures for the Florida International University (FIU) Herbert Wertheim College of Medicine (HWCOM) Administrative and Staff Employee Recognition Program (ERP) called R.I.S.E. (Recognizing Inspirational Superior Effort).

II. About R.I.S.E.

The HWCOM Strategic Planning Subcommittee on Faculty and Staff Success identified the creation of an Administrative and Staff Employee Recognition Program as one of the main initiatives to help establish and build a culture of gratitude aligned with Goal 4, Faculty and Staff Success, in HWCOM Strategic Plan 2015-2020: "Foster a culture of excellence, innovation and professionalism by attracting and retaining faculty and staff who embrace diversity and are lifelong learners and forward thinkers".
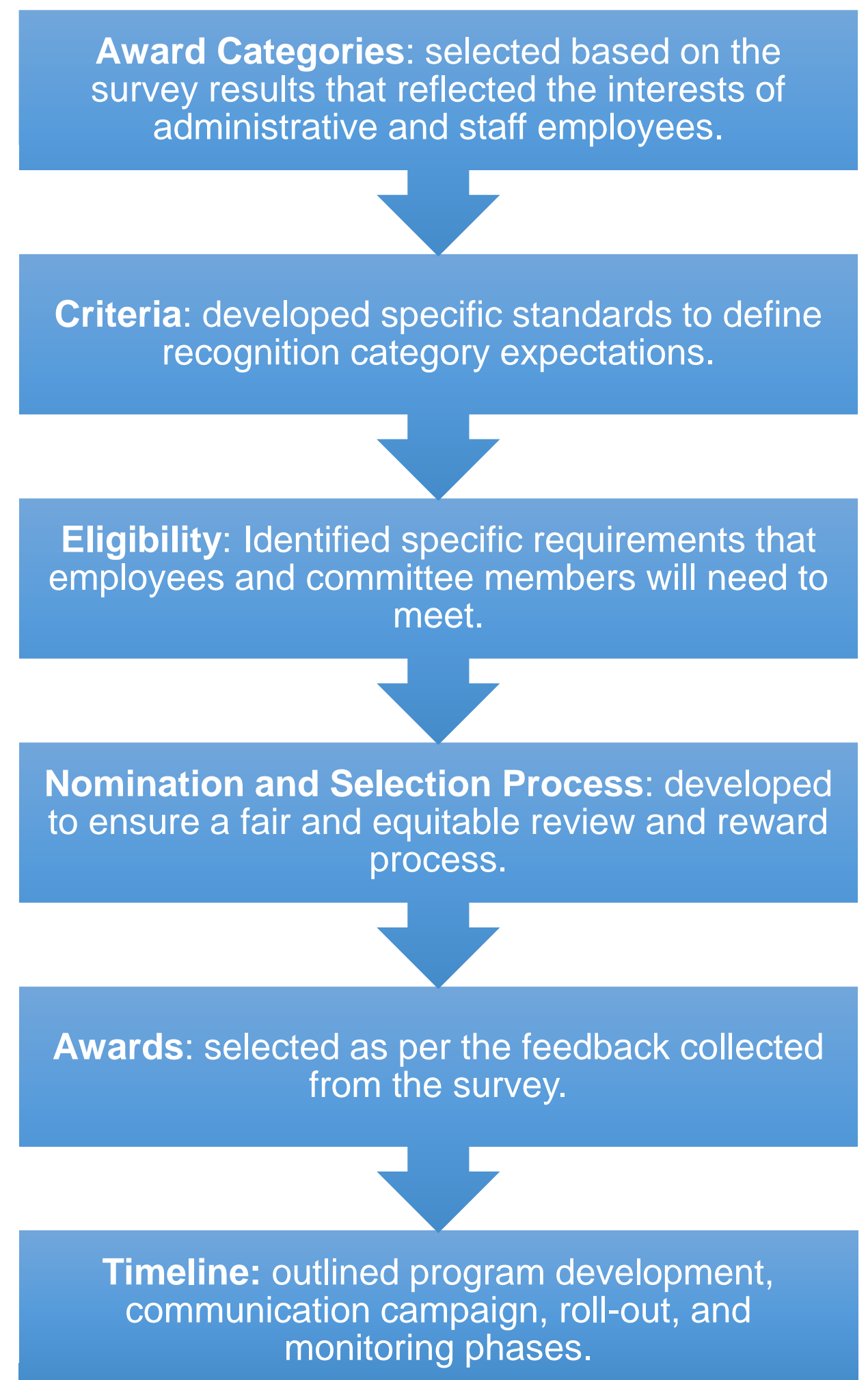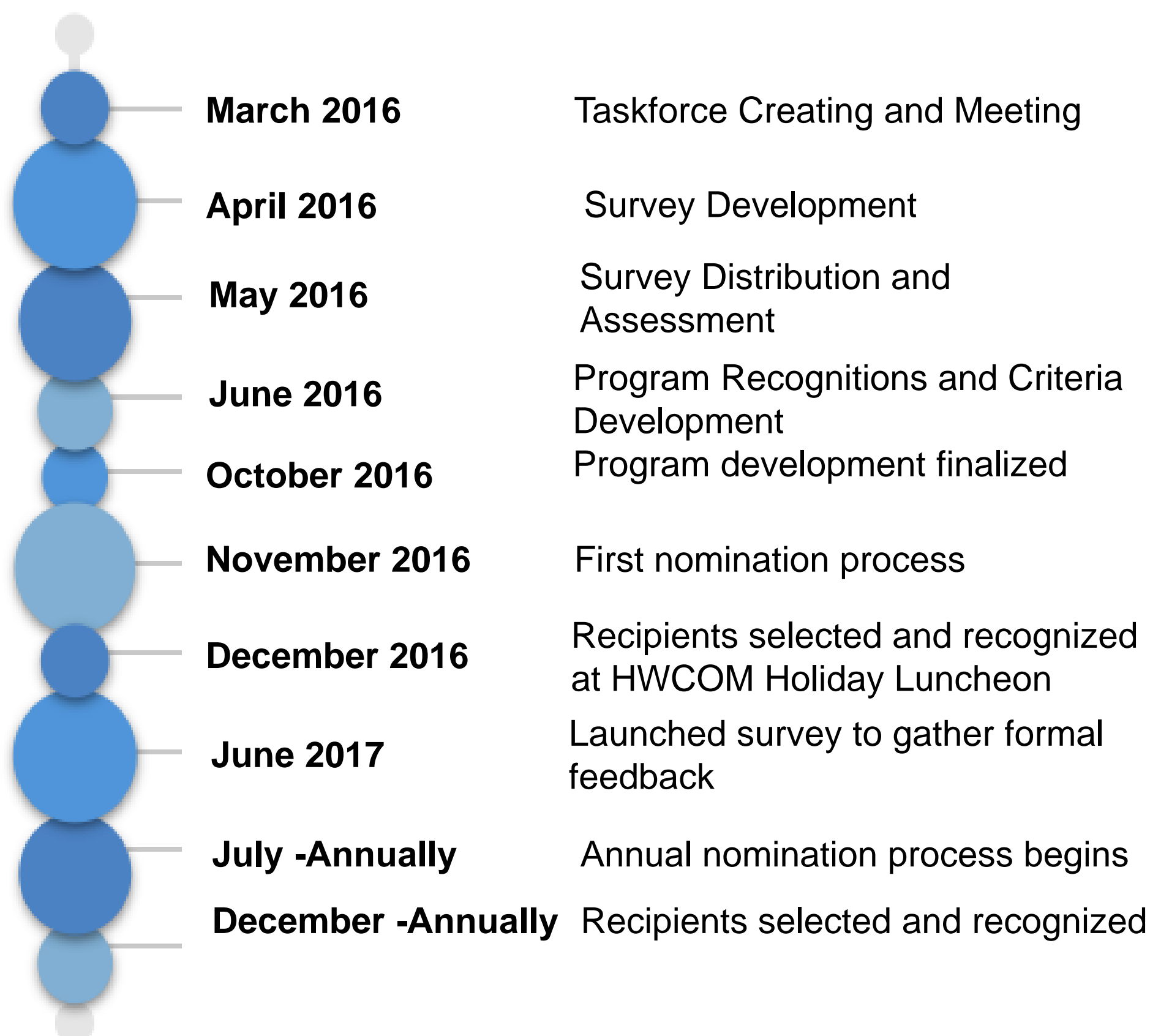
Taskforce

A taskforce comprised of 10 administrative and staff employees, representing various offices within the Herbert Wertheim College of Medicine, was assembled to address the development, implementation and advancement of the HWCOM Administrative Staff Employee Recognition Program. Taskforce members may serve up to a two year term and will be replaced thereafter.

Recognition Program Survey

A survey was designed to capture vital information on the type of recognition employee's value. The survey was distributed electronically to all HWCOM administrative and staff employees. A total of 73 responses were received in May 2016.

Program Development

Based on the survey results, the taskforce developed award categories, criteria eligibility requirements, and recognition awards that meet the needs of administrative and staff employees in a fair, simple and user-friendly manner while aligned with HWCOM Strategic Plan and in compliance with University policies.

Timeline	Event
March 2016	Taskforce Creating and Meeting
April 2016	Survey Development
May 2016	Survey Distribution and Assessment
June 2016	Program Recognitions and Criteria Development
October 2016	Program development finalized
November 2016	First nomination process
December 2016	Recipients selected and recognized at HWCOM Holiday Luncheon
June 2017	Launched survey to gather formal feedback
July -Annually	Annual nomination process begins
December -Annually	Recipients selected and recognized

Award Categories: selected based on the survey results that reflected the interests of administrative and staff employees.

Criteria: developed specific standards to define recognition category expectations.

Eligibility: Identified specific requirements that employees and committee members will need to meet.

Nomination and Selection Process: developed to ensure a fair and equitable review and reward process.

Awards: selected as per the feedback collected from the survey.

Timeline: outlined program development, communication campaign, roll-out, and monitoring phases.

d. Implementation: The taskforce developed an implementation plan that encompasses a simple and clear communication about the program, process and tools (nomination form, evaluation worksheet, etc.), as well as the steps for the roll-out and continued improvement process.

Communication Campaign
design to promote and increase awareness of this initiative (e.g. email, flyers/posters, meetings)

Roll-out
steps that integrate the program with the users

Monitor program
formal feedback will be gathered to evaluate the effectiveness of the program, determine employee satisfaction with the program and provide information on its optimization and expansion. This will be done via several methods including surveys and focus groups.

III. Program Overview

The HWCOM Administrative and Staff Employee Recognition Program, R.I.S.E., has been designed to recognize, motivate, and reward outstanding performance of full-time and part-time administrative and staff employees of the Herbert Wertheim College of Medicine.

Goals
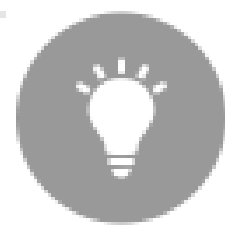Measurable outcomes that help determine the success of the program
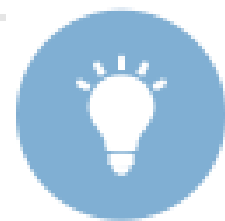
Increase retention of top performing employees

Increase Awareness of employee contributions to HWCOM mission

General satisfaction with the program

Motivate employee engagement

II. Award Categories: All nominees should demonstrate superior performance in any of the following categories:

- **Teamwork**
  - Criteria
    - Builds effective collaborative relationships across different departments and offices within HWCOM
    - Successfully completes impactful project(s)
    - Shows respect for others and maintains great working relationships
  - Eligibility
    - Groups of 2-15 (minimum of 2 and maximum of 15) of HWCOM full-time or part-time administrative and staff employees
  - Frequency
    - Up to 2 teams selected annually
  - Rewards
    - Recognition in HWCOM Newsletter
    - Recognition in Admin & Staff Assembly Meeting
    - Spot Award Bonus
    - HWCOM Shirt
    - Certificate

- **Service Excellence**
  - Criteria
    - Consistently provides excellent assistance and customer service
    - Cultivates and sustains relationships that help address customer needs
    - Resolves concerns in a professional and effective manner
  - Eligibility
    - HWCOM full-time or part-time administrative and staff employees
  - Frequency
    - Up to 6 employees selected annually
  - Rewards
    - Recognition in HWCOM Newsletter
    - Recognition in Admin & Staff Assembly Meeting
    - Spot Award Bonus
    - HWCOM Shirt
    - Certificate
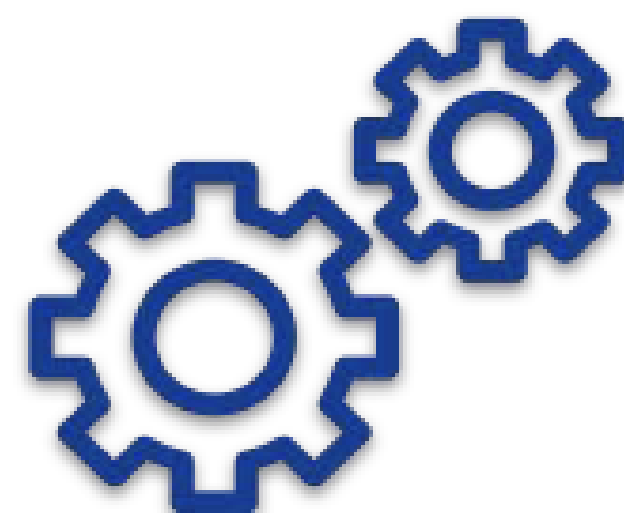
- **Extra Mile**
  - Criteria
    - Performs above and beyond regular responsibilities
    - Goes out of their way to protect the reputation of the organization
    - Makes significant contribution(s) that positively impact the HWCOM mission
  - Eligibility
    - HWCOM full-time or part-time administrative and staff employees
  - Frequency
    - Up to 3 employees selected annually
  - Rewards
    - Recognition in HWCOM Newsletter
    - Recognition in Admin & Staff Assembly Meeting
    - Spot Award Bonus
    - HWCOM Shirt
    - Certificate

a. Eligibility: The following requirements apply to all the award categories:
- HWCOM full-time or part-time administrative and staff employees
- HWCOM faculty, students, and temporary employees are not eligible to be nominated
- Group members and individual employees cannot nominate themselves
- Nomination needs to be supported by employee's supervisor
- Must be employed by HWCOM for at least six months at time of nomination (except group award)
- Employees are eligible to win in only one individual award category annually (Service Excellence or Extra Mile).
- If a nominee is selected as a winner in more than one individual award category (Service Excellence or Extra Mile), they will be awarded in the category that provides them the highest prize.
- Employee Recognition Committee members are not eligible to vote if nominated
- Employee Recognition Committee members are not eligible to vote on nominations they submit
- Employee Recognition Committee members are not eligible to vote if a family member is nominated

b. Nomination and Selection Process: Nominations can be submitted by any HWCOM employee, including faculty, staff and students.

Step 1 → HWCOM HR announces nomination period via email. The nomination period will be in July of every year and nominators will reflect on the previous fiscal year's performance and accomplishments when submitting their nominations.

Step 2 → Administrative and Staff Employee Recognition Program Nomination Form completed and submitted online.

Step 3 → Notification sent to the nominator that nomination was received and is being reviewed.

Step 4 → HWCOM Human Resources Department (HWCOM-HR) checks eligibility.

Step 5 → HWCOM-HR notifies employee's supervisor and checks for any objection of nomination.

Step 6 → If no objection received, notification of nomination sent to employee.

Step 7 → HWCOM-HR uploads all nominations to Administrative and Staff Employee Recognition Program Committee member portal for review at least one week prior to meeting.

Step 8 → Administrative and Staff Employee Recognition Program Committee members meet annually to discuss, vote on, and select recognition recipients.

Step 9 → HWCOM-HR informs HWCOM Dean and Senior Associate Dean for Finance & Administration of recipient selections.

Step 10 → HWCOM-HR prepares awards and notifications.

Step 11 → Annual recipients receive awards in December of every year.

c. Contact Information: For questions regarding R.I.S.E. please contact HWCOM-HR at (305) 348-0621.

IV. Administrative and Staff Employee Recognition Program Committee

a. **Charge**: To be an effective and contributing member of the Administrative and Staff Employee Recognition Program (ERP) Committee, each member must be familiar with the institution's Strategic Plan, the Administrative and Staff Employee Recognition Program Handbook, and other general information necessary for the evaluation of the nominees. The Administrative and Staff ERP Committee is charged with the selection of HWCOM nominated employee recognition recipients. The Committee is expected to review all nominations individually, ensuring equal opportunity to all nominees.

b. **Structure**: The HWCOM Administrative and Staff ERP Committee is comprised solely of HWCOM administrative and staff employees. There are seven voting members and two non-voting members. Quorum is comprised of at least four voting members.

- **Voting Members**
    - Chair: administrative and staff member appointed by the Senior Associate Dean for Finance and Administration, who only votes to break ties
    - Administrative and staff members are appointed by their respective offices, with approval from the Senior Associate Dean for Finance and Administration, representing:
        - Dean's Office
        - Academic Affairs
        - Clinical Affairs
        - Student Affairs
        - Finance & Administration
        - FIU Health
        - Research

- **Non-voting Members**
    - HWCOM-HR Representative

c. **Committee Roles and Responsibilities**: The roles of the Administrative and Staff ERP Committee include:

- **Chair**: Shall set the agenda for Committee meetings, open and close meetings, ensure respect for rules, put nominations to vote, announce results of voting decisions, only cast vote to break ties.

- **Voting Member**: Prepare for meetings by reviewing all nominations and participate in selection and voting process.

- **Non-Voting Member**: HWCOM-HR representative: shall take and maintain a record of minutes from the proceedings.

- **The responsibilities of the Administrative and Staff ERP Committee are to:**
  - Read and understand the Administrative and Staff ERP Handbook
  - Read nominations prior to Administrative and Staff ERP Committee meetings and be prepared to review nominations
  - Attend all regularly scheduled Administrative and Staff ERP Committee meetings
  - Participate in selection and voting process
  - Treat Committee member opinions with respect
  - Make recommendations on process adjustments and improvements

The proceedings of the Administrative and Staff ERP Committee are closed meetings. Only members of the committee are allowed to be present during meetings.

d. Conflict of Interest (COI): No Administrative and Staff ERP Committee member shall participate in discussion or vote on nomination in which his or her family member/s or themselves is being considered for recognition. Additionally, any Administrative and Staff ERP Committee member must recuse himself or herself when a conflict of interest or potential conflict of interest is present. Failure to disclose a conflict of interest could result in dismissal from the Administrative and Staff ERP Committee.

e. Terms: The Administrative and Staff ERP Committee Chair and members serve a two-year term, beginning each July, and cannot stand for immediate reelection. Previous Administrative and Staff ERP Committee members are eligible for reappointment after at least a two year break from service. Three Committee members will be replaced annually by newly appointed members. The members will be replaced in order of how the respective offices are listed in this handbook (refer to pg.8, section b. "Structure"). To participate in the ERP Committee, members must have an employment record that is in good standing, before and during their term.

Committee members can be dismissed from the Committee for lack of participation, inappropriate conduct, or conflicts of interest. Dismissal is at the recommendation of the Chair with support from the Senior Associate Dean for Finance & Administration. The Chair can only be dismissed by the Senior Associate Dean for Finance & Administration with at least a two-thirds vote from the Committee, quorum being present.

Should any of the positions become vacant, the office that appointed that position will select a new member to serve the unexpired term. Anyone who serves an unexpired term has the option to be reappointed for the next term.

f. Voting: Motions and other business of the Committee requiring a vote shall be by majority of Committee members present and voting, if a quorum is present. In the event of a tie vote, the Chair will cast the deciding vote.

g. Confidentiality: It is expected that matters discussed during the Administrative and Staff ERP Committee meetings shall remain confidential.

V. Role of the Office of Finance and Administration

The Office of Finance and Administration is responsible for maintenance of the HWCOM Administrative and Staff Employee Recognition Program, R.I.S.E. The roles and responsibilities are defined as follows:

a. **Senior Associate Dean**: maintains oversight of the Administrative and Staff Employee Recognition Program, R.I.S.E., and appoints the Chair of the Administrative and Staff Employee Recognition Program Committee.

b. **Director of Human Resources**: Advises the Senior Associate Dean of Finance and Administration and Administrative and Staff ERP Committee Chair on employee relations issues of nominated employees.

c. **HWCOM Human Resources:**
    *   Manages recognition@fiu.edu email
    *   Manages web presence
    *   Ensures employee eligibility for nomination
    *   Processes awards within timeline
    *   Ensures distribution of awards
    *   Maintains & circulates record of Administrative and Staff ERP Committee meeting proceedings
    *   Maintains database of all nominations and recipients
    *   Updates ERP handbook yearly
    *   Prepares presentations and conducts trainings

VI. Appendix

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Recognition Program Survey

1) Does your department currently have a recognition process in place? If so, please describe.

2) What was the most meaningful professional recognition you have ever received?

3) How important is it to include the following areas in a recognition program?

	Not Important	Somewhat Important	Very Important	Not Applicable
Teamwork performance				
Leadership skills				
Customer Service skills				
Creativity and Innovation				
Character (integrity, trustworthiness, responsibility, etc.)				
Going the extra mile				
Length of service				
Personal events (wedding, birth, retirement etc.)				
Other (*please specify*):				

4) How important is the following to you?

	Not Important	Somewhat Important	Very Important	Not Applicable

Receiving recognition for your work contributions & achievements				
Recognizing others for their contributions & achievements				
Being recognized by your supervisor				
Being recognized by peers				
Being recognized by students				
Being recognized as a department				

5) How would you like to be recognized for your contributions and achievements: (*Please select your top 5.*)

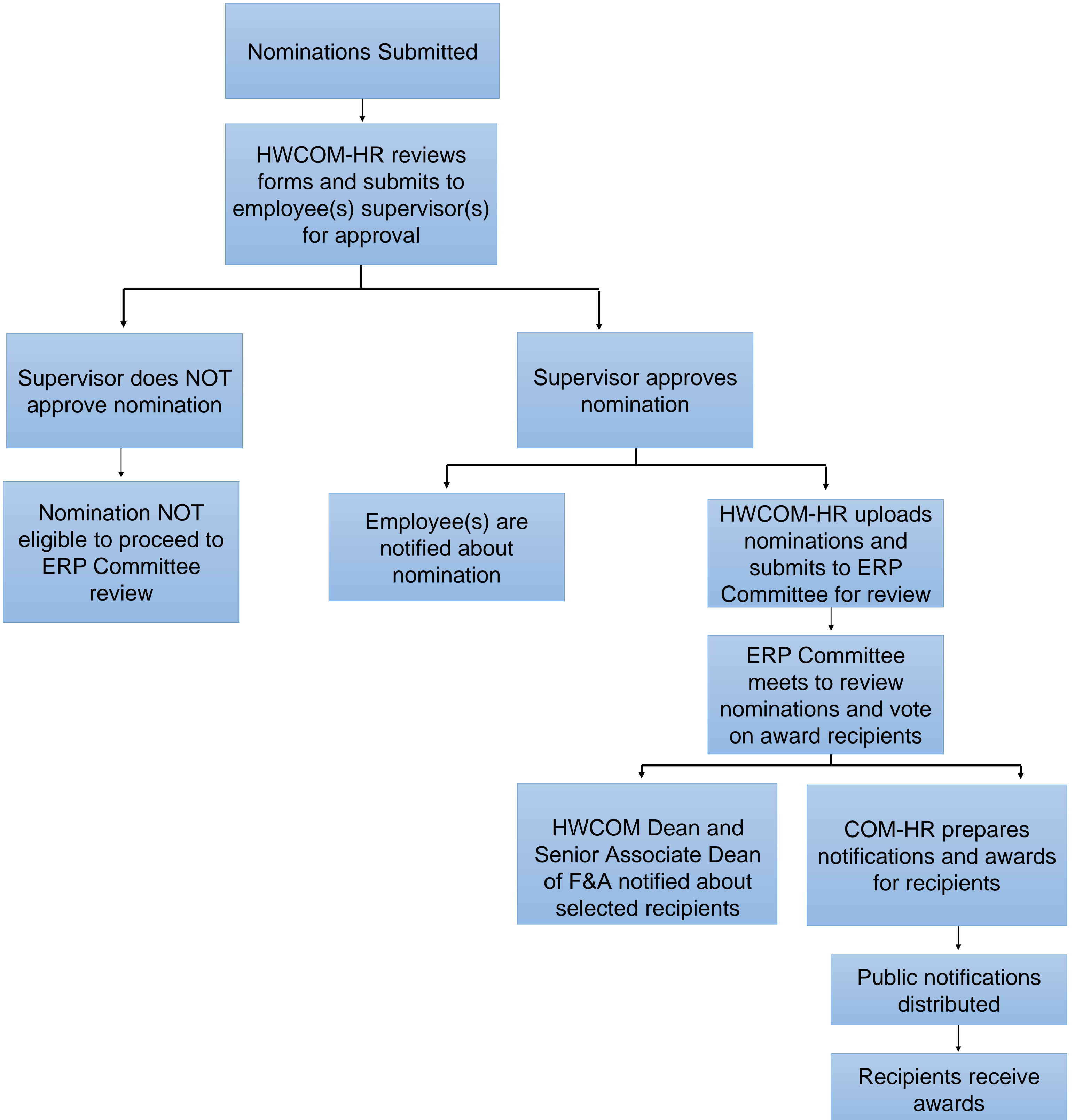|	
College-wide awards ceremony	
College newsletter	
Social media (Facebook, LinkedIn, Twitter, etc.)	
Department luncheon	
Certificate, plaque, or trophy	
FIU HWCOM branded items (t-shirts, mugs, pins, etc.)	
Gift certificates or thank you letter	
FIU parking pass	
Cash	
Verbal thank you	
Gym passes/memberships	
Professional development opportunities (trainings, workshops, etc.)	
Other (*please specify*):	

6) What do you not want to see included in a recognition program?

7) Any additional comments?

R.I.S.E.

Recognizing Inspirational Superior Effort

Flowchart

Nominations Submitted

HWCOM-HR reviews forms and submits to employee(s) supervisor(s) for approval

Supervisor does NOT approve nomination

Supervisor approves nomination

Nomination NOT eligible to proceed to ERP Committee review

Employee(s) are notified about nomination

HWCOM-HR uploads nominations and submits to ERP Committee for review

ERP Committee meets to review nominations and vote on award recipients

HWCOM Dean and Senior Associate Dean of F&A notified about selected recipients

COM-HR prepares notifications and awards for recipients

Public notifications distributed

Recipients receive awards

R.I.S.E
Recognizing Inspirational Superior Effort

HWCOM Administrative and Staff
Employee Recognition Program Nomination Form

The FIU Herbert Wertheim College of Medicine Administrative and Staff Employee Recognition Program strives to recognize groups and individuals that promote a culture of excellence, innovation, and professionalism. Please complete the following form to nominate those employees that have displayed the ability to R.I.S.E. UP!

What type of recognition are you submitting?

- □ **Teamwork**
  - o Recognizes work groups who displayed and exceptional ability to:
    - Builds effective collaborative relationships across different groups of departments within the HWCOM
    - Successfully completes impactful project(s)
    - Shows respect for others and maintains great working relationships
  - o Limited to groups of eligible employees of 2 to 15 people

- □ **Service Excellence**
  - o Recognizes an individual who:
    - Consistently provides excellent assistance and customer service
    - Cultivates and sustains relationships that help address customer needs
    - Resolves concerns in a professional and effective manner
  - o HWCOM full-time or part-time administrative and staff employees

- □ **Extra Mile**
  - o Recognizes an individual who:
    - Performs above and beyond their regular responsibilities
    - Goes out of their way to protect the reputation of the organization
    - Makes significant contribution(s) that positively impact the HWCOM mission
  - o HWCOM full-time or part-time administrative and staff employees

Eligibility
  - o HWCOM full-time or part-time administrative and staff employees
  - o Employees cannot self-nominate
  - o Must be employed by HWCOM for at least six months at time of nomination (except for work group award)
    Employees are eligible to win in only one individual category annually (Service Excellence or Extra Mile).

Who is or are the nominee(s)?

	First Name	Last Name	Department
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

Subject/ Project Title: _____

Please describe why you are recognizing the team or individual Provide examples and give details of the work or activity performed and the impact it had on HWCOM based on the following criteria.

Teamwork:

1. Collaboration: encourages team members to use their skills and talents to positive relationships across groups

2. Common Goal: effort results in an impactful project that aligns with HWCOM strategic goals

3. Respect: creates a positive work environment of trust where team members feel comfortable and valued *

Service Excellence:

1. Reliable: can be relied upon to do or provide what is needed

2. Empathetic: demonstrates awareness, understanding and sensitivity towards others' feelings

3. Problem Solving: uses efficient strategies that lead to effective solutions *

Extra Mile:

1. Altruistic: goes out of their way to help and collaborate with others to serve the whole

2. Loyal: defends the organization; contributes to its good reputation

3. Initiative: voluntarily improves knowledge and skills to better contribute to the organization *

Person Submitting Nomination: *required

First Name: _____   Last name: _____

Department: _____

Email: _____   Phone:_____-_____-_____

Herbert Wertheim College of Medicine
FLORIDA INTERNATIONAL UNIVERSITY

R.I.S.E
Recognizing Inspirational Superior Effort

Nomination Evaluation Form

Employee Name/Work Group: _____

Subject / Project Title: _____

Please rate the nominee in the appropriate category according to the following scale:

Teamwork

1. Strongly disagree   2. Disagree   3. Neutral   4. Agree   5. Strongly Agree

CRITERIA	SCORE
Collaboration: encourages team members to use their skills and talents to create positive relationships across groups	
Common Goal: effort results in an impactful project that aligns with HWCOM strategic goals	
Respect: creates a positive work environment of trust where team members feel comfortable and valued	
TOTAL SCORE	

Comments:

Service Excellence

1. Strongly disagree   2. Disagree   3. Neutral   4. Agree   5. Strongly Agree

CRITERIA	SCORE
Reliable: can be relied upon to do or provide what is needed	
Empathetic: demonstrates awareness, understanding, and sensitivity toward others' feelings	
Problem Solving: uses efficient strategies that lead to effective solutions	
TOTAL SCORE	

Comments:

Extra Mile

1. Strongly disagree   2. Disagree   3. Neutral   4. Agree   5. Strongly Agree

CRITERIA	SCORE
Altruistic: goes out of their way to help and collaborate with others to serve the whole	
Loyal: defends the organization; contributes to its good reputation	
Initiative: voluntarily improves knowledge and skills to better contribute to the organization	
TOTAL SCORE	

Comments:

Name of ERP Committee Member: _____ Date: _____

R.I.S.E.
Recognizing Inspirational Superior Effort
Program Outline

FIU HWCOM Administrative and Staff Employee Recognition Program R.I.S.E (Recognizing Inspirational Superior Effort)			
Purpose	The HWCOM administrative and staff employee recognition program, R.I.S.E., has been designed to recognize, motivate, and reward outstanding performance of full-time and part-time administrative and staff employees of the Herbert Wertheim College of Medicine.		
	Award Category		
	Teamwork	**Service Excellence**	**Extra Mile**
What: Description & Criteria	Recognizes work groups who displayed and exceptional ability to: ▪ Build effective collaborative relationships across different groups of departments within the HWCOM ▪ Successfully complete impactful project(s) ▪ Show respect for others and maintain great working relationships	Recognizes an individual who: ▪ Consistently provides excellent assistance and complete information ▪ Cultivates and sustains relationships that help address customer needs ▪ Resolves concerns in a professional and effective manner	Recognizes an individual who: ▪ Performs above and beyond their regular responsibilities ▪ Goes out of their way to protect the reputation of the organization ▪ Makes significant contribution(s) that positively impact the HWCOM mission
Why: Aligned to HWCOM Mission	Collaborate	Act	Transform

Who: Eligibility	- Groups of 2-15 HWCOM full-time or part-time administrative and staff employees
	- Groups cannot self-nominate
	- ERP Committee members *not* eligible to vote if:
	    o Nominated
	    o On nominations they submit
	    o If a family member is nominated
		- HWCOM full-time or part-time administrative and staff employees
		- Employees cannot self-nominate
		- Must be employed by HWCOM for at least 6 months
		- Employees are eligible to win in only one individual award category annually (Service Excellence or Extra Mile).
		- ERP Committee members *not* eligible to vote if:
		    o Nominated
		    o On nominations they submit
		    o If a family member is nominated
			- HWCOM full-time or part-time administrative and staff employees
			- Employees cannot self-nominate
			- Must be employed by HWCOM for at least 6 months
			- Employees are eligible to win in only one individual award category annually (Service Excellence or Extra Mile).
			- ERP Committee members *not* eligible to vote if:
			    o Nominated
			    o On nominations they submit
			    o If a family member is nominated

When: Frequency	Up to 2 teams selected annually	Up to 6 employees selected annually	Up to 3 employees selected annually
How: Nomination Process	- All HWCOM employees or students can submit nominations - Electronic form submission - Nominations to be reviewed and voted on by ERP Committee	- All HWCOM employees or students can submit nominations - Electronic form submission - Nominations to be reviewed and voted on by ERP Committee	- All HWCOM employees or students can submit nominations - Electronic form submission - Nominations to be reviewed and voted on by ERP Committee
Award: Type of Recognition	- HWCOM Newsletter - Admin & Staff Assembly Meeting - Spot Award Bonus - HWCOM Shirt - Certificate	- HWCOM Newsletter - Admin & Staff Assembly Meeting - Spot Award Bonus - HWCOM Shirt - Certificate	- HWCOM Newsletter - Admin & Staff Assembly Meeting - Spot Award Bonus - HWCOM Shirt - Certificate