



The Power of Employee Recognition

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What We'll Cover

- ◆ Employee engagement
 - What is it – and why does it matter?
 - Results from national survey
 - The power of employee recognition
- ◆ California state government
 - Measuring and improving engagement
 - Celebrating Public Service Recognition Week





CPS HR Consulting

- ◆ Self-supporting government agency – promote public sector excellence
- ◆ Integrated HR solutions for public sector
- ◆ 1,200 public sector clients



BY CPS HR CONSULTING

Robert J. Lavigna

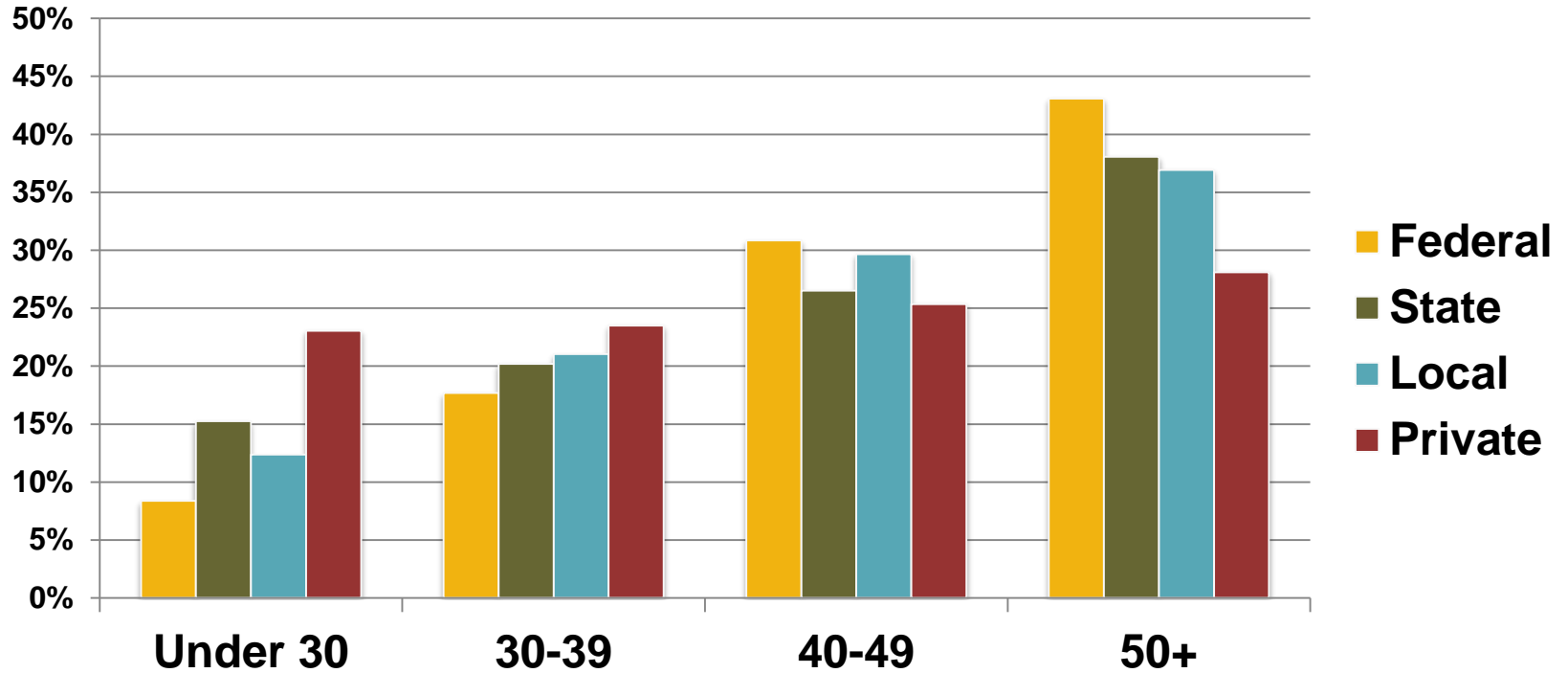
Engaging Government Employees

Motivate and Inspire Your People
to Achieve Superior Performance





Context – Our Aging Workforce



Source: BLS

What is Employee Engagement?



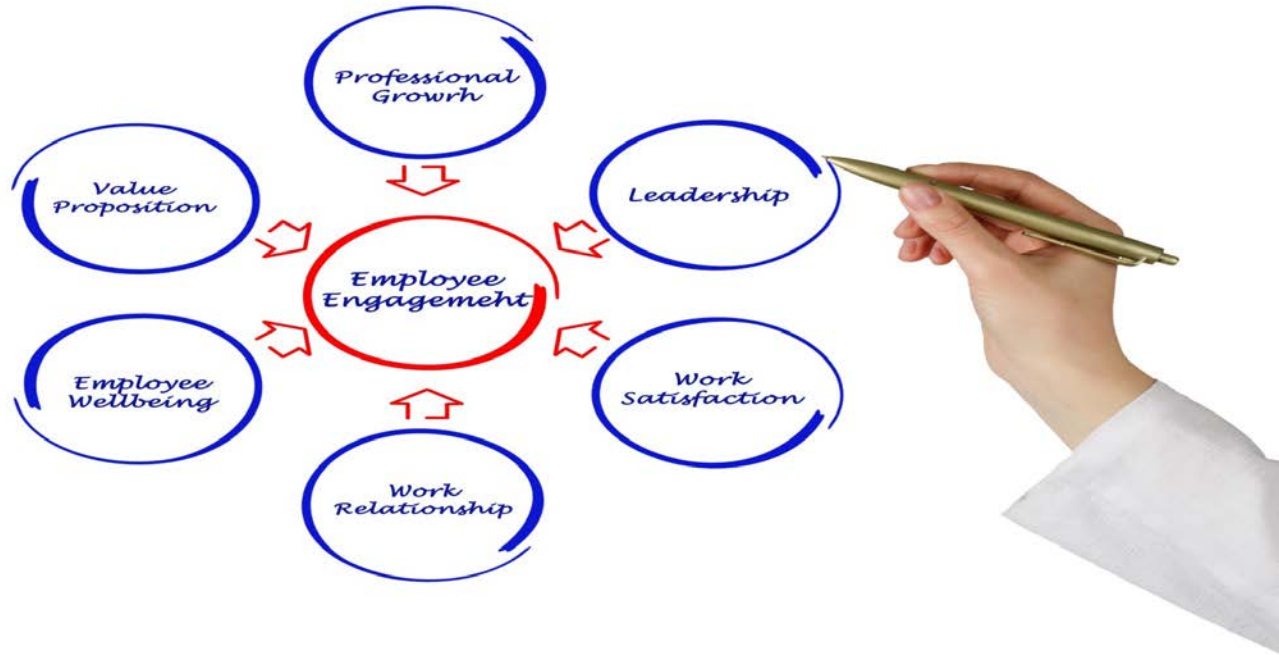


Engaged Employees ...



- ✓ **Have strong relationships in organization**
- ✓ **Go extra mile for customers**
- ✓ **Volunteer ideas**
- ✓ **Work hard – and smart**
- ✓ **Will stay – even for less money**
- ✓ **Recommend organization as good place to work**
- ✓ **Show up for work**
- ✓ **Get things done**

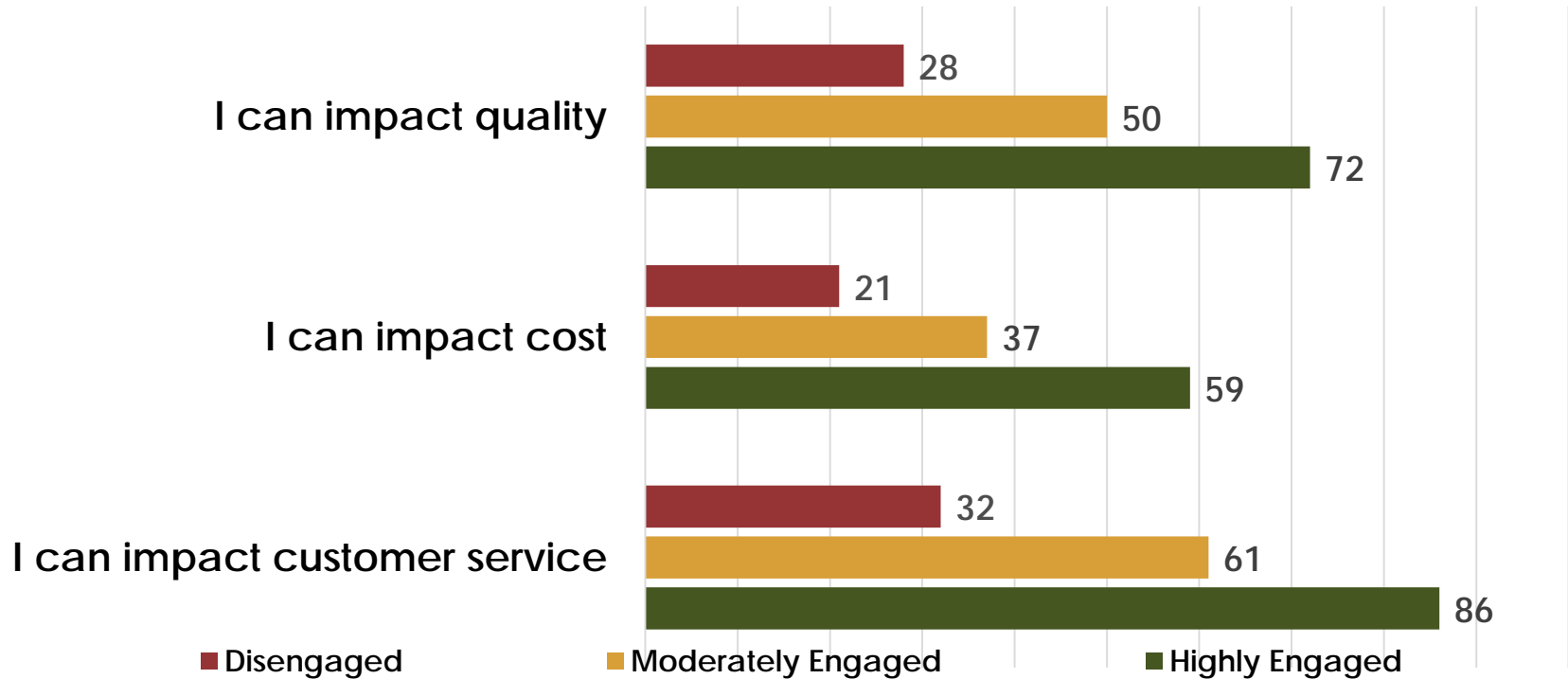
Why Does Engagement Matter?







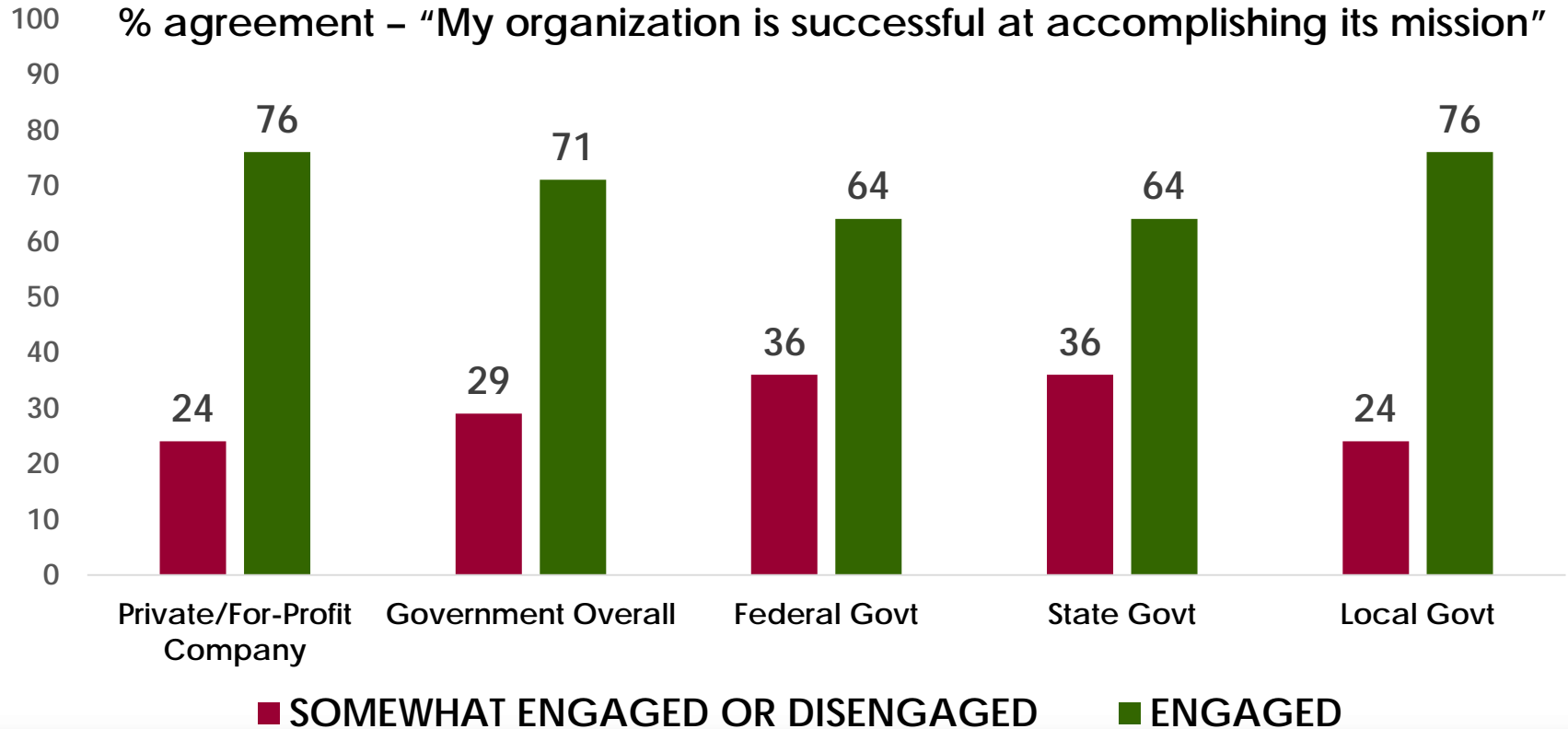
Public Sector – Percent Who Agree ...



Source: Towers Watson



CPS Institute – Engagement and Performance



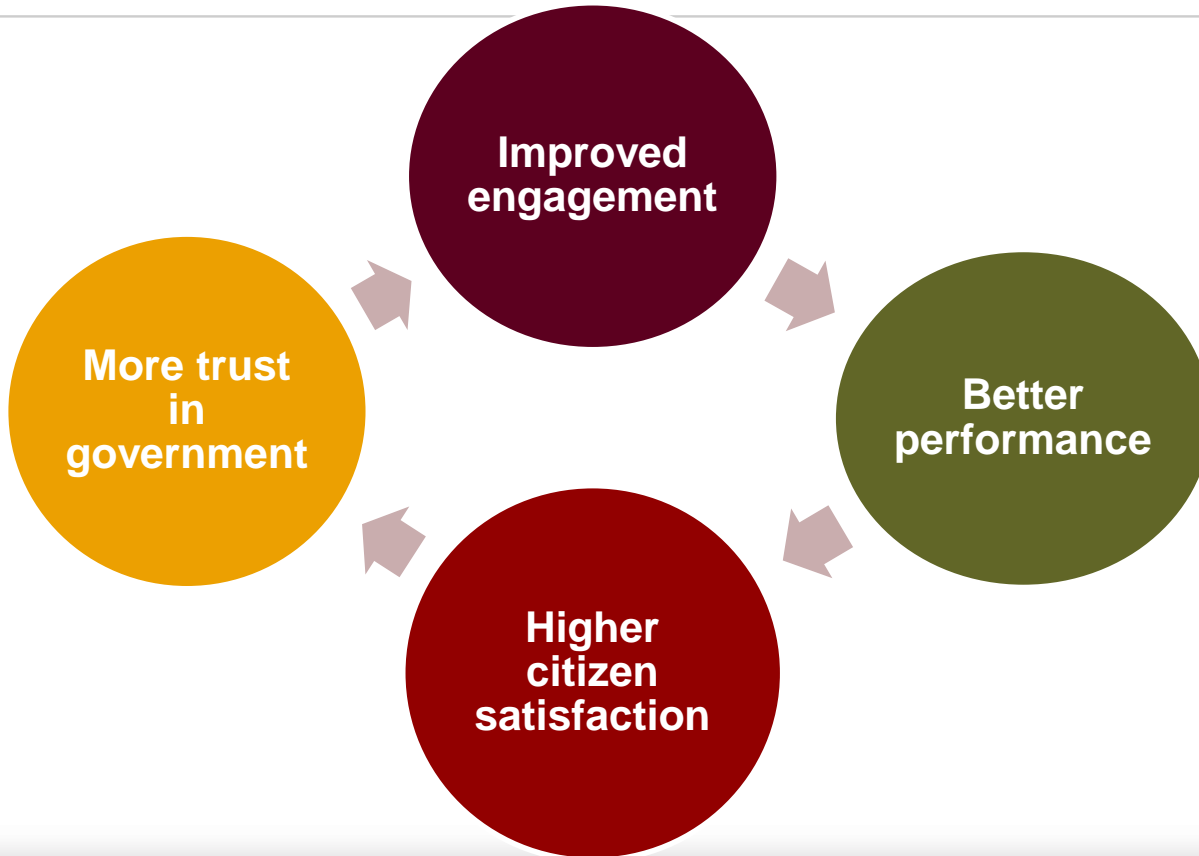


In Public Sector, Engagement Links to:

- ◆ Strategic goal achievement
- ◆ Innovation
- ◆ Performance
- ◆ Customer service
- ◆ Retention
- ◆ Collaboration and teamwork
- ◆ Safety

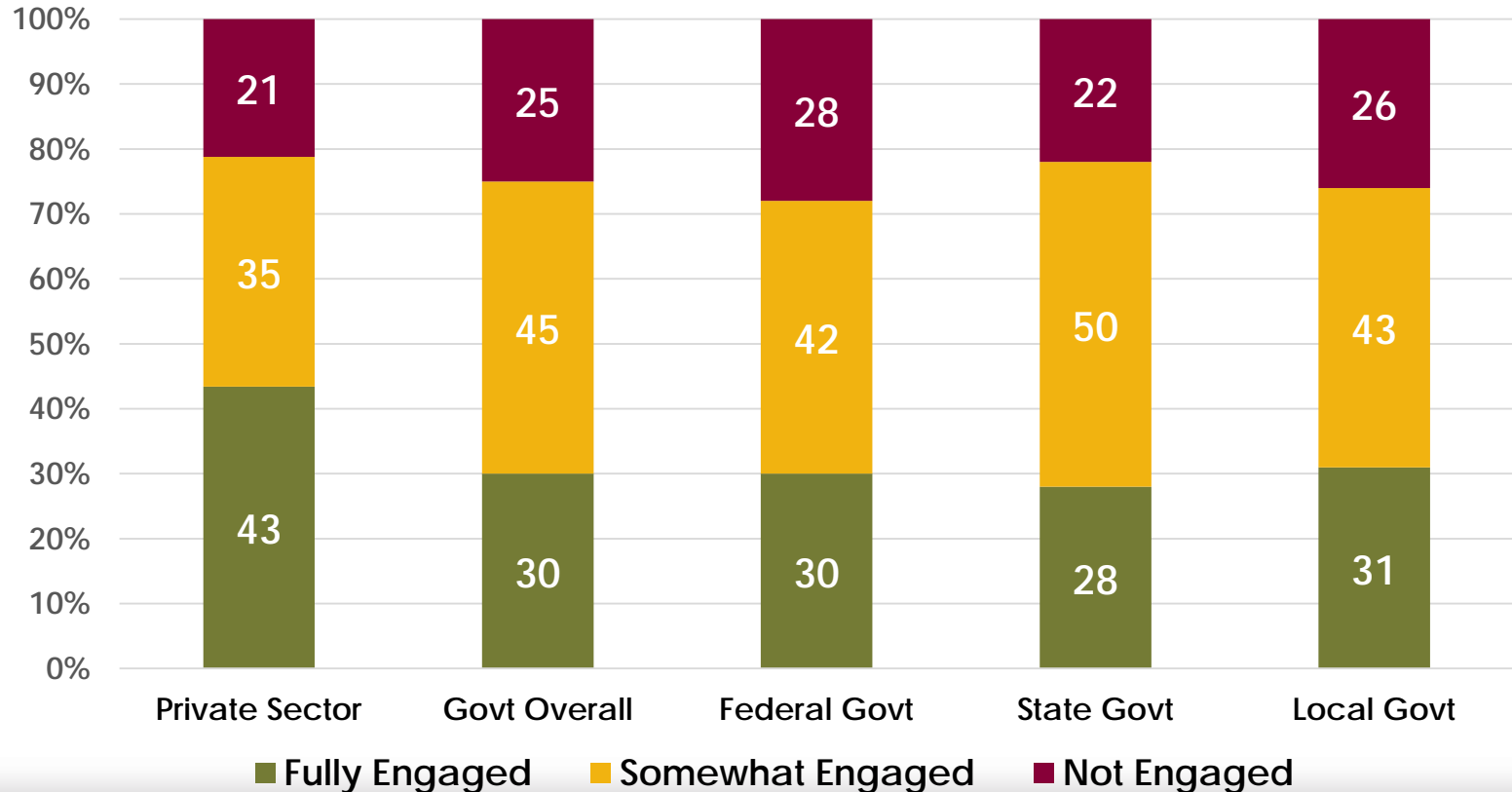


Engagement Value Chain





CPS Institute Survey – Overall Engagement Levels





Culture Factors – Top Engagement Drivers

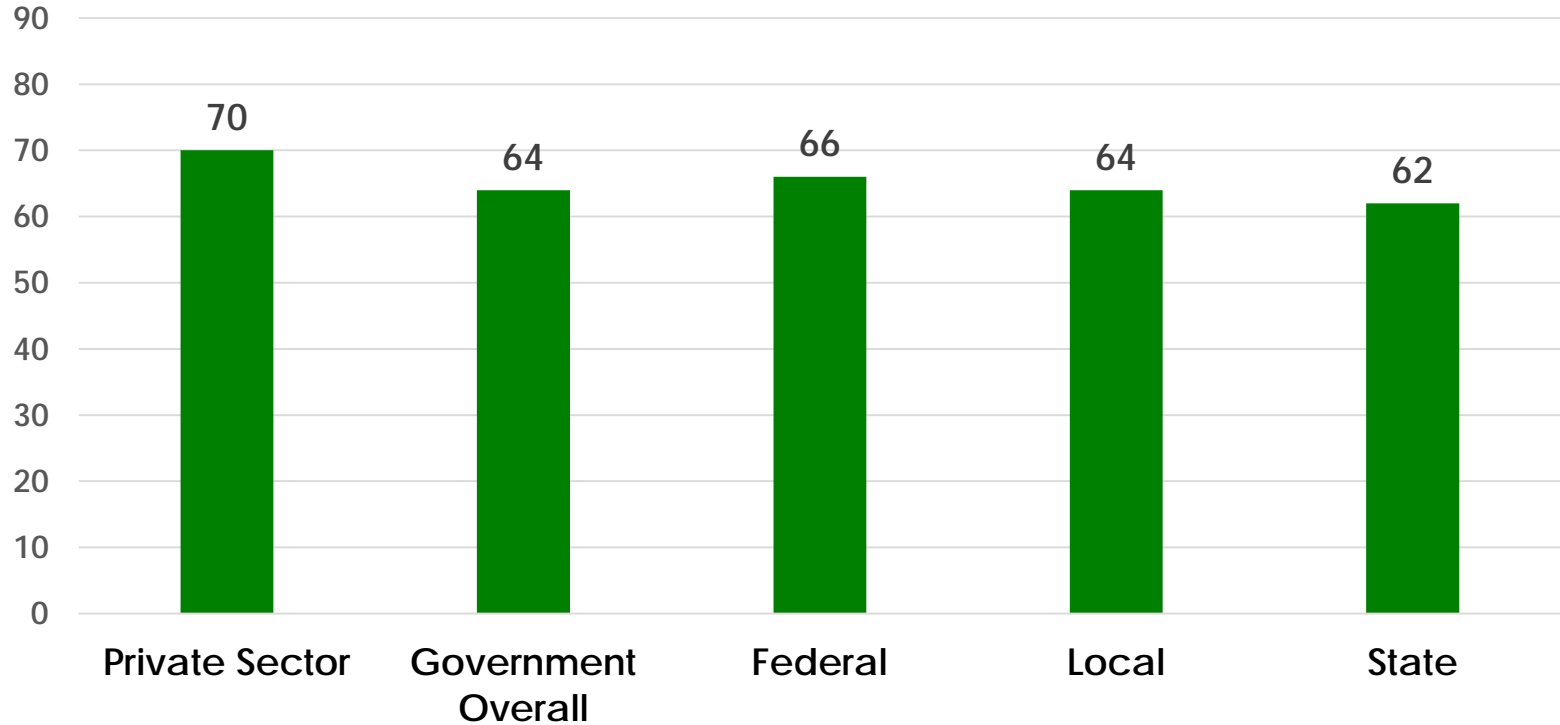
Private Sector
and
Government

- Appreciation/Recognition
- Innovation
- Fairness/Inclusion



Appreciation and Recognition

“I feel valued for the work I do”





Recognition “Without Spending a Dime”

- ◆ **Recognize employee achievements at staff meeting**
- ◆ **Surprise employee with Post-it note of thanks**
- ◆ **Put thank-you note on department bulletin board**
- ◆ **Compliment employee within earshot of others (word will spread)**
- ◆ **Mail handwritten note to employee’s home**
- ◆ **Send department-wide email praising employee or team**
- ◆ **Start meetings by recognizing employees, and ask employees to recognize each other**
- ◆ **Pull employee aside and ask for his/her opinion**

Source: U of WI Hospital

How Do We Know If Our Employees are Engaged – and What Drives Their Engagement?





Survey Them!



Why Survey?

- ◆ Efficient and inclusive
- ◆ Consistent data
- ◆ Confidential
- ◆ Benchmark survey results



Institute Employee Engagement Model



Statewide Employee Engagement Program



Felicia Borges, Manager
Planning and Organizational Development &
Statewide Employee Engagement Program

Overview

- 2015 Statewide Survey
- *New!* Statewide Employee Engagement Program

2015 Statewide Survey

- Civil Service Improvement (CSI) Initiative
- Led by Government Operations Agency
- 10 Questions
 - Job satisfaction
 - Level of work engagement
- 5,000 state employees
 - Randomly selected
 - At all levels

2015 Statewide Survey

- Notable findings
 - Majority of employees believe what they do is important to the lives of Californians
 - Employees feel they do not receive recognition for good work

2015 Statewide Survey

- In response
 - CalHR led the development of the Employee Recognition Toolkit, highlighting the Merit Award Program
 - Departments encouraged to support flexible work arrangements

New Program

- Statewide Employee Engagement Program evolved and expanded
- Available as an annual service to all state departments
- Fast, simple, affordable and repeatable

Statewide Employee Engagement Program

- Administered by CalHR Workforce Development Division
- Pilot/5 departments in inaugural year
 - Up to 67 departments in 2018-19
 - All state departments in 2019-20
- Coming soon: 2017-18 Annual Statewide Report

Survey

- 52 questions and 10 demographic questions
- Reviewed by CalHR legal and Labor Relations and Office of Civil Rights
- Unions informed
- Administered by 3rd party vendor (CPS HR's Institute for Public Sector Employee Engagement)

Data/Reporting

- Engagement for overall department (20 “breakouts” included)
- Data benchmarked with public and private sector
- Statistical analysis of workplace factors/culture
- Highest/lowest scoring questions identified
- Report presented to department execs

Acting on Results

- Action planning guidance
- Resource library
- Coming soon:
 - Department access to their data (online)
 - Collaboration with other state departments

Questions?

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California's Public Service Recognition Week 2018

Jonathan Calabretta
Merit Award Program Manager



Overview

- Purpose
- Possible Department & Local Activities
- Statewide Appreciation Events
- CalHR Public Service Recognition Week Resources
- Public Service Recognition Week Online Resources

Purpose

- Celebrated the first week of May since 1985, Public Service Recognition Week (PSRW) is organized annually by the Public Employees Roundtable (PER) and its member organizations to honor the men and women who serve our nation as federal, state, county and local government employees.
 - From: <http://publicservicerecognitionweek.org/>

Possible Department and Local Activities

- California Government Operations Agency and the Department of Human Resources are growing on the successes of 2017
 - Activities were developed by the inter-departmental CalHR Retention and Recognition Work Group
 - Estimated 62,000 state employees reached by 2017 efforts

Monday, May 7, 2018

Years of Service and/or Core Values Photo Booth

- Encourage employees to take pictures with signs that say "1 Year of Service," "5-Years of Service," "10-Years of Service," in increments of 5 up to "Over 30 Years of Service"!
- Take Core Values photographs
 - Print departmental Core Values and photograph employees holding them



CalSTRS @CalSTRS · 12 May 2017

Happy Public Service Recognition Week to all our employees who work on behalf of our educators. Thanks for your service. #psrwca #PSRW



Tuesday, May 8, 2018

Host a Department Director & Executive Meet and Greet

- Publicize a specific half an hour, or hour for event
- Photograph the executive team engaging employees

Wednesday, May 9, 2018

Departmental or California Spirit Day

- Encourage employees to wear department t-shirts/polo shirts/pins/hats
- OR have staff celebrate California by wearing California related clothes
- Photograph employees interested in showing off their spirit



State of California Franchise Tax Board

May 11 at 3:03pm · 🌐

Thanks to FTB's Volunteer Income Tax Assistance (VITA) team for another great season! Your fine work is worth a mention during Public Service Recognition Week!



👍 Like

💬 Comment

Thursday, May 10, 2018

Thankful Thursday

- Photograph thank you cards being given by supervisors to employees

Food Drive Day

- Reach out to the local food bank for needs and encourage employees to bring in food for the food bank

Friday, May 11, 2018

Friday Pot Luck

- Encourage teams or divisions to host a potluck

Display “Pics of the Week” on social media and/or through intranet

- Share memories of the week so participants and non-participants can see the successes of the week
 - Memorialize the event – post physical pictures in a break room, etc.

Include Regional Offices

- Be intentional about sharing recognition across your department and the state
 - Ask regional offices for a photograph to share with the department statewide
 - Encourage individual buildings within your department to have localized versions of the events discussed

Social Media Plan

- **Monday:** Tweet/push the Governor's Commemorative Message acknowledging Public Service Recognition Week
 - Also push through department-wide email
- **Monday – Thursday:** CalHR Public Service Recognition Week webpage will post YouTube videos - push the video via all social media platforms
- **Mid-week:** Push an Executive level message of support via department-wide email
- **Utilize #PSRWCA** for social media platforms

Statewide California Public Service Recognition Week 2018

- Regional appreciation events:
 - May 7 – Fresno at Hugh Burns Building
 - May 8 – Los Angeles at CalTrans D7 Building
 - May 9 – San Diego at Mission Valley Building
 - May 10 – Sacramento on the Capitol's North side
 - Watch live on CalHR's Facebook page!
 - May 11 - Oakland at Elihu Harris Building

CalHR Public Service Recognition Week Website

- Suggested events for Public Service Recognition Week
- Links to videos – including Agency Secretaries, Department Directors, and more!
- For updates on statewide events and additional resources:
<http://calhr.ca.gov/employees/Pages/Public-Service-Recognition-Week.aspx>

Public Service Recognition Week Online Resources

- Public Service Recognition Week sample messages
- Public Service Recognition Week Logos
- Educational aids
- Celebration Toolkit
 - Additional ideas for events
- Available at:
http://publicservicerecognitionweek.org/celebration_toolkit/

Questions?

- Remember:
 - Use #PSRWCA with all social media posts
 - Like and share other departments posts
 - Have fun!
- Jonathan Calabretta
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 Thank you!

Questions?

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