

## Program Overview

### Strategic Recognition:

1. Delivers Measurable results and the ability to align behaviors with our organizational values. Recognition programs have a strong impact on engagement and drive business outcomes in a direct and compelling way.
2. Improves retention of key talent. Research overwhelmingly shows that recognized team members are more likely to be highly engaged and therefore stay longer with our organization.
3. Drives emotional engagement. Engaged team members are more productive and bring energy to the table in a sustainable, positive way.
4. Provides data that help us gain deep insights into our culture; not only to measure the results of recognition but to manage programs and identify needs.
5. Brings the culture alive in team members' minds as a specific set of practices, rather than as an abstract concept.

### Uteam Vision

To build and sustain a culture of caring and recognition where highly engaged team members feel appreciated and motivated to achieve the mission, vision and live the values of the UVA Health System.

### Uteam Mission

We support the advancement of the University's mission with efforts to measure, improve, reward, and celebrate individual and team performance. We aim to foster productivity, inclusivity, organizational pride, and engagement.

### Objectives

- Unite and engage team members to achieve excellence through recognition activities
- Reinforce team member behaviors that align with organizational values/goals
- Maintain enthusiasm/momentum in recognition programs/activities
- Cultivate team member commitment, loyalty and pride in their work

### Strategies

- Actively use recognition programs across the organization and community
- Inspire, motivate, and recognize through story telling about exceptional performance
- Ensure ease of recognition program/activity use for increased participation
- Educate management team on the power of recognition
- Promote simple, low or no-cost informal recognition activities

## Feedback & Recognition Framework



### “Reward Results” - Special Recognition

We can “recognize efforts” of team members every day simply for doing a good job.

But, special recognition is for those occasions that stand out as exceptional. They don’t have to be heroic, but rather “above and beyond” what’s required. A few examples:

- A team member stays late to help a colleague
- You observe a team member take extra special care of a patient’s family member
- A team member has exceeded expectations on a project
- A team member has performed above expected standards
- A group of team members demonstrates great teamwork

## Team Member Recognition Profile

Get to know your team members and understand what motivates them and understand their preferences. Please have your team members complete the following profile and take the time to observe, recognize and reward team members for positive outcomes, accomplishments and behaviors.

Team Member's Name \_\_\_\_\_ ID# \_\_\_\_\_

Please complete the following questions with the amount of detail that feels comfortable. This form will help your manager understand how you like to be recognized and give your manager ideas on what forms of rewards are meaningful for you.

1. What name do you prefer to be called? \_\_\_\_\_
2. What are your hobbies? \_\_\_\_\_
3. What place do you refer to as "home"? \_\_\_\_\_
4. What types of books, movies or music do you enjoy? \_\_\_\_\_
5. Do you have children? If so, what are their first names? \_\_\_\_\_
6. What is your favorite sport and sports team? \_\_\_\_\_
7. What is your favorite type of food? \_\_\_\_\_
8. Share the important relationships in your life (family, friends, pets) \_\_\_\_\_  
\_\_\_\_\_
9. What is your favorite pastime or hobby (culture, outdoors, reading, crafting, etc...)? \_\_\_\_\_  
\_\_\_\_\_
10. Below, please circle any recognition/activities that match your preferences.

- I prefer public acknowledgement in:  
Small group setting | Department meeting | Public stage | All
- Treat or favorite snack (Please list your favorite):
- Restaurant or coffee gift card
- Rewards: Award or certificate (framed) | Small gifts or both
- UVA branded merchandise
- Sporting tickets
- Movie tickets
- Flowers or plant (Please list your favorite):
- Other: \_\_\_\_\_

## Manager Resources

### Available Recognition Items

Link: [www.uvauteam.com](http://www.uvauteam.com)

**Point cards & \$15.00 per FTE** are given to managers to recognize team members

- 5-point card
- 20-point card
- \$15.00 per FTE
- Note cards (Birthday, Welcome, Thank you, etc.)
- Uteam Managers' store – [uvahs.myshopify.com](http://uvahs.myshopify.com) (use to reorder recognition products)
- Uteam recognition program nomination forms – [uvauteam.com](http://uvauteam.com)
  - **Uteam Member of the Month** - program recognizes team members each month for his or her outstanding service to the Health System.
  - **Aspire Bonus** - is designed to reward team members for exemplary performance while demonstrating our Core Values of Accountability, Stewardship, Professionalism, Integrity, Respect and Excellence.
  - **Leonard W Sandridge Outstanding Contributor Award** - The Outstanding Contribution Award recognizes University and Medical Center staff employees whose service and contribution to the University have far exceeded even exemplary performance.
- **Service awards** – employees who have achieved service milestones beginning with 10 years of continuous service and every five years thereafter. Employees who celebrate service anniversaries of 10, 15 and 20 years by July 1 are honored at a university-wide reception. Employees who have achieved 25 or more years of service are recognized at the annual Service Awards Banquet given in their honor.
- **Peer-to-peer recognition cards** – allows team members to recognize each other
- Birthday cards from CEO
- **Retirement celebration** – 20 years of service and above- Full-time or management team members who voluntarily terminate/retire from the Medical Center with 20 or more years of service and 50 or more years of age at the time of termination/retirement will be eligible for a catered farewell party for up to 50 people and a framed certificate signed by our CEO, Pam Sutton-Wallace.

### Other Uteam and Health System Recognition

- Health System Week
- End of the year celebration
- Perks & discounts
- Belk® shopping events
- Movie & theme park discounted tickets
- Discounted sporting events tickets
- Uteam Farmers Market
- Uteam movie night
- Uteam toy drive
- New team member and 6-month badge clips
- Resource and benefits fair
- CVC Campaign
- Health System Hoos
- Holiday meals for working team members
- Charles L Brown Award
- Thomas Jefferson Award
- Good Catch Award
- Engagement Top Performer Award

## Low Cost Recognition Ideas

Consider these easy and cost-effective ways to recognize, reward and celebrate your team members:

Consider . . .	With these Ideas . . .
<b>Showing you really know your team members</b>	<ul style="list-style-type: none"> <li>• Recognize teams and celebrate accomplishments, birthdays, anniversaries and years of service with a cake from Morrisons. When possible, combine multiple celebrations on a monthly basis</li> <li>• Keep your Uteam Rewards and Recognition Toolkit stocked. Allow team members to choose a reward when they demonstrate expected behaviors</li> <li>• Use the Branded stationary from the Manager’s store to send a personalized note</li> </ul>
<b>Encouraging and supporting high performers to go back to school</b>	<ul style="list-style-type: none"> <li>• Promote the Educational Assistance policy</li> </ul>
<b>Knowing what your team members enjoy</b>	<ul style="list-style-type: none"> <li>• Purchase discounted movie tickets from the <a href="#">Uteam Manager’s Store</a></li> <li>• Purchase a small gift for your team member to use in his or her hobby. Purchase these items out of the \$15.00/FTE awarded through Uteam (you will need to purchase and seek reimbursement). Consider using the <a href="#">Uteam Manager’s Store</a></li> <li>• Send your team member a small fresh flower arrangement to recognize his/her work. Use the Auxiliary gift shop</li> </ul>
<b>Recognizing team members and families</b>	<ul style="list-style-type: none"> <li>• Buy a small gift for the team member’s child</li> <li>• Make a candy or fruit basket for your team member. Use the gift shop or the certificates provided in the Uteam Rewards and Recognition Toolkit</li> </ul>
<b>Making meetings more inviting</b>	<ul style="list-style-type: none"> <li>• Provide food and drinks during a team meeting. Refer to <a href="#">Morrisons</a> online ordering form</li> </ul>
<b>Giving promotions the fanfare they deserve</b>	<ul style="list-style-type: none"> <li>• Use Urewards items, streamers, festivities</li> </ul>
<b>Thinking about little ways to celebrate</b>	<ul style="list-style-type: none"> <li>• Have a party to kick off the changing seasons. Consider pot luck and provide the main dish from Morrisons</li> </ul>
<b>Empowering your team to recognize others</b>	<ul style="list-style-type: none"> <li>• Promote peer-to-peer recognition. Develop a system where cards can be given by team members to each other</li> </ul>

Consider . . .	With these Ideas . . .
<p><b>Taking advantage of programs, tools and resources</b></p>	<ul style="list-style-type: none"> <li>• Recommend internal/local opportunities available through <a href="#">UVA Talent Development</a>, <a href="#">Faculty &amp; Employee Assistance</a>, <a href="#">Organizational Excellence</a>, etc.</li> <li>• Give your team member a book on leadership. Consult with your Learning and Development team</li> </ul>
<p><b>Making a team member’s work space fun and comfortable</b></p>	<ul style="list-style-type: none"> <li>• Update the team member’s office equipment (e.g., chair, desk, phone, etc.) to allow for more personalization. Use Guy Brown and the <a href="#">E-procurement</a> system for easy ordering with your PTAO</li> <li>• Tie Mylar balloons to the team member’s chair. Remember: no latex balloons (in the Health System). You can use the Auxiliary gift shop</li> </ul>

### How to Recognize

As leaders of the organization, you have the ability to develop and shape our culture of caring. In a single moment, you can transform the team member’s experience from good to great! Building recognition behaviors into your day-to-day routine will make a significant difference in the team member’s experience at UVA Health System.

Below we’ve compiled a few ideas to help you build your comfort level.

### Tips for Effective Team Member Recognition

- Thank the team member in person, either in a private meeting or in a group meeting, depending on what the team member did and his/her preferences. Acknowledge the team member's success and express appreciation for the good work.
- Give rewards in a timely fashion -- not long after the successful moment occurs. Acknowledging the success right away lets the team member know you noticed what was done and that you appreciate the effort.
- Be sure your recognition always is linked to our ASPIRE values and mission. While recognizing a team member, be sure to tie back the reason for the recognition to the mission or their behaviors to our ASPIRE values.
- If you’re thinking of nominating a team member for Uteam Member of the Month, or any other organizational award, be sure to take a moment to let the team member know you’re making the nomination and why. But don’t miss out on the opportunity to recognize in a timely manner while the nomination goes through the nomination process, which may take a few weeks or more for a final decision to be made. Remember, you can’t over recognize someone for behaviors that are worth receiving an award!

### Personal Note

- Certain team members in the organization appreciate receiving recognition in the form of a personal or handwritten note by someone from senior management.
- These team members feel elated and motivated when they realize their hard work is being noticed by Health System leaders.
- Along with a personal note, you can also present outstanding team members with rewards like UVA merchandise, candy, coffee cards or lunch cards. Use your Team Member Recognition Profile to determine what will work best for that team member.

### Team Event

- This method of team member recognition can be used especially when a team on the whole has performed well and needs to be rewarded.
- Organizing a team event like a lunch, party or an outing, where the whole team can enjoy the celebration together, is a good team building effort that encourages positive team performance.
- Also, certain individual team members can be honored at an event where the entire team is present.

### Job Enrichment

- UVA Health System team members love working hard and the best way to recognize these types of team members is to change or expand their work profile.
- You can shift them to new and important projects or bestow them with added responsibilities, which they would be happy to shoulder.
- Also, giving a little more freedom in the form of flexible working hours and leave options where possible will propel them to perform even better.

### Other Recognition Ideas

- Use praise.
- Increase team member visibility.
- Communicate with your team giving regular information and updates. It will stop potential rumors and increase their trust in the organization's direction.
- Increase team member involvement. Create ways to solicit individual opinions on issues facing your organization. Allow them to have a voice in decision-making.
- Offer interesting work. Create opportunities for the individual to work on a special project team — a plum assignment that encourages their professional development.
- Give feedback on performance. Report back more frequently what you see the team member accomplishing and how they are meeting your expectations. This may lead to a mentoring relationship.
- Listen. Consciously practice deeper listening to understand and connect with the individual. Pay attention and stay focused to what your team member is saying.
- Encourage in-house training that allows the individual to learn a new skill. After the training, give them a project to use the new skills and allow them the autonomy of how the task should be completed. Contact the HR Solution Center for upcoming class schedules for your team member to attend.

## FAQs

### **Who do I contact for additional information?**

For additional information and/or one-on-one consultation please email [uteam@virginia.edu](mailto:uteam@virginia.edu).

### **How do I get additional 5-point cards, 20-point cards, peer-to-peer cards and note cards (Birthday, Welcome, Thank you, etc.)?**

Please visit the Uteam Managers' Store at [uvaahs.myshopify.com](http://uvaahs.myshopify.com).

### **How do I receive and spend my \$15.00 per FTE?**

Please see the "How do I get my \$15.00 per FTE" page.

### **Can I use my PTAO to purchase bulk items for my team members?**

Please visit the Uteam Managers' Store at [uvaahs.myshopify.com](http://uvaahs.myshopify.com).

### **How do I nominate a team member for the following awards: Uteam Member of the Month, Aspire Bonus, Leonard W. Sandridge Outstanding Contributor Award?**

Please visit [uvauteam.com](http://uvauteam.com).

### **When are team members recognized for years of service?**

Recognition celebrations are held at different times, depending on the length of service:

- Annual recognition celebrations are held for team members with 10 years of service and above.
- The celebration for team members with 25 years of service and above is typically held each June.
- The celebration for team members with 10, 15 and 20 years of services is normally held in July.

### **How many years do I have to work here in order to receive a UVA-sponsored retirement celebration?**

As our way of saying thanks for your service to UVA Health System, we celebrate retirements for team members with 20 or more years of service and are at least 50 years of age. Visit the following webpage for details: [medicalcenter.virginia.edu/intranet/human-resources/leadership-tools/employee-recognition/retirement-recognition.html](http://medicalcenter.virginia.edu/intranet/human-resources/leadership-tools/employee-recognition/retirement-recognition.html).



## Important Links

### Uteam

[uvauteam.com](http://uvauteam.com)

Health System Storefront (Uteam Managers Store)

[uvahs.myshopify.com](http://uvahs.myshopify.com)

### Talent Development

[leadershipexcellence.virginia.edu](http://leadershipexcellence.virginia.edu)

### Performance Management

[medicalcenter.virginia.edu/human-resources/performance-management](http://medicalcenter.virginia.edu/human-resources/performance-management)

### Vice President and Chief Officer for Diversity and Equity

[vpdiversity.virginia.edu](http://vpdiversity.virginia.edu)

### Programs for the Underserved

[med.virginia.edu/diversity/community/community-programs/programs-for-the-underserved](http://med.virginia.edu/diversity/community/community-programs/programs-for-the-underserved)

### UVA Health System Brand Site

[www.uvahealthbrand.com](http://www.uvahealthbrand.com)

### Future Offerings:

#### Community Involvement

- Mentoring
- Resume Writing
- Volunteering