



PROGRAM OVERVIEW &
MANAGER RESOURCES



UTEAM OVERVIEW

SUMMARY

Rewards and Recognition recognizes accomplishments through a variety of programs that exist across the University, including Uteam programs that are specific to UVA Health.

The goal of these programs is to recognize the outstanding service and exemplary performance of UVA Health team members with initiatives including peer-to-peer nominations, member of the month awards, ASPIRE bonuses, point cards that can be exchanged for items in the Uteam storefront, and ad-hoc monetary awards.

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.

MISSION

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

PURPOSE OF DOCUMENT

To assist UVA Health Managers in recognizing and rewarding your team members, we have provided a list of the rewards options available, and a variety of recognition ideas to show your support and boost morale. For questions or further discussion, a member of the UVA HR Rewards and Recognition team will be happy to speak with you.

UTEAM STRATEGIC RECOGNITION

- Strong impact on engagement. Drives business outcomes in a direct and compelling way.
- Improves retention of key talent. Research overwhelmingly shows that recognized team members are more likely to be highly engaged and therefore stay longer.
- Drives emotional engagement. Engaged team members are more productive and bring positive energy to their jobs.
- Provides insights into our culture. Results from recognition programs help us manage Uteam offerings and identify needs.

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



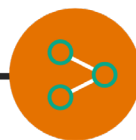
Actively use recognition programs across the organization and community



Inspire, motivate, and recognize through story-telling about exceptional performance



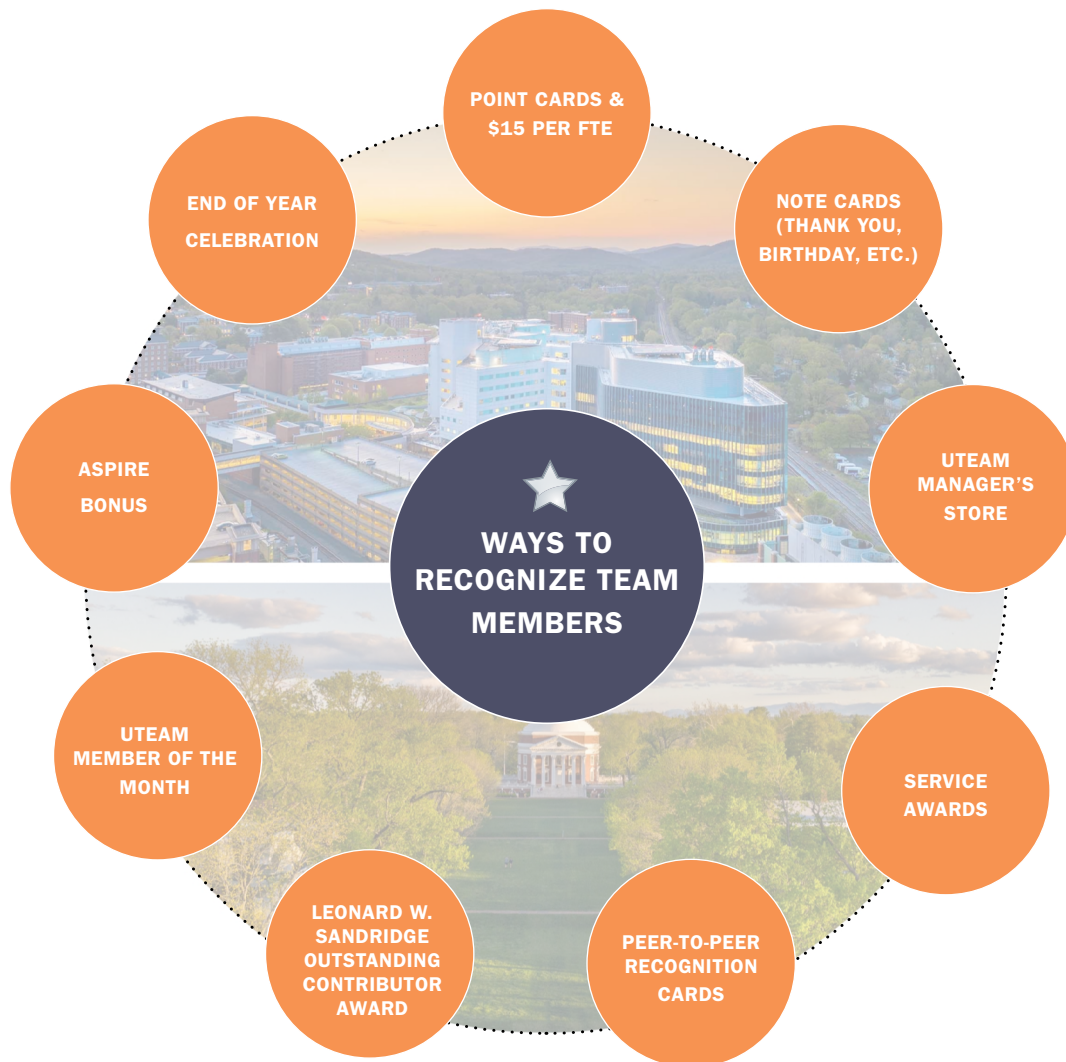
Ensure ease of recognition program/activity use for increased participation



Educate management team on the power of recognition



Promote simple, low or no-cost informal recognition activities



CELEBRATING TEAM MEMBERS

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

- 5-point card, 20-point card, \$15 per FTE
- Note cards (Birthday, Welcome, Thank you, etc.)
- [Uteam Managers' Store](https://uvahs.myshopify.com) – uvahs.myshopify.com (use to reorder recognition products)
- Uteam recognition program nomination forms – [Rewards and Recognition](#)
 - **Uteam Member of the Month** - program recognizes team members each month for his or her outstanding service to UVA Health.
 - **ASPIRE Bonus** - 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 UVA Health team members and contingent workers whose service and contribution to the University have far exceeded exemplary performance.

- **Hoos Building Bridges Award** – recognizes University and UVA Health team members and Contingent Workers who demonstrate leadership and create partnerships across schools, units, and departments.
- **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 (complimentary cards are available in the Uteam Manager Store)
- **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 COO, Wendy Horton.

OTHER UTEAM EVENTS AND UVA HEALTH RECOGNITION OPPORTUNITIES

- | | |
|---|-------------------------------|
| ▪ UVA Health Week | • Governor's Award |
| ▪ End of the year celebration | • Hoos Building Bridges Award |
| ▪ Perks & discounts | • Charles L. Brown Award |
| ▪ Movie & theme park discounted tickets | • Thomas Jefferson Award |
| ▪ Discounted sporting events tickets | • Good Catch Award |



LOW COST RECOGNITION IDEAS

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

| RECOGNITION IDEAS | |
|---|---|
| THOUGHT | ACTION |
| Showing you really know your team members | <ul style="list-style-type: none"> Recognize teams and celebrate accomplishments, birthdays, anniversaries and years of service with a cake. When possible, combine multiple celebrations on a monthly basis Keep your Uteam Rewards and Recognition Toolkit stocked. Allow team members to choose a reward when they demonstrate expected behaviors Use the branded stationery from the Manager's store to send a personalized note |
| Encouraging your team to pursue personal development opportunities | Promote the use of Educational Benefits |
| Knowing what your team members enjoy | <ul style="list-style-type: none"> Purchase discounted movie tickets from the Uteam Manager's Store 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 Uteam Manager's Store. Managers requesting reimbursement from a receipt will need to submit an expense report through PeopleSoft Financials. 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 |
| Offering the opportunity for team members to interact with senior leaders | Invite your senior leader to a team meeting, celebration, or Q&A session to discuss a specific initiative |
| Making meetings more inviting | Provide food and drinks during a team meeting |
| Giving promotions the fanfare they deserve | Use Urewards items, streamers, festivities |
| Thinking about little ways to celebrate | Have a party to kick off the changing seasons. Consider potluck and provide the main dish from Morrisons |
| Empowering your team to recognize others | Promote peer-to-peer recognition. Develop a system where cards can be given by team members to each other |
| Taking advantage of programs, tools and resources | <ul style="list-style-type: none"> Recommend internal/local opportunities available through UVA Talent Management, Faculty & Employee Assistance, etc. Give your team member a book on leadership. Consult with your Learning and Development team. |
| Making a team member's workspace fun and comfortable | <ul style="list-style-type: none"> If your budget allows, consider updating the team member's office equipment (e.g., chair, desk, phone, etc.) to allow for more personalization. Tie Mylar balloons to the team member's chair. Remember: no latex balloons in the health system. You can use the Auxiliary gift shop |

MORE RECOGNITION IDEAS

PERSONAL NOTE

- Some 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 leaders.
- Along with a personal note if your budget allows, 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.

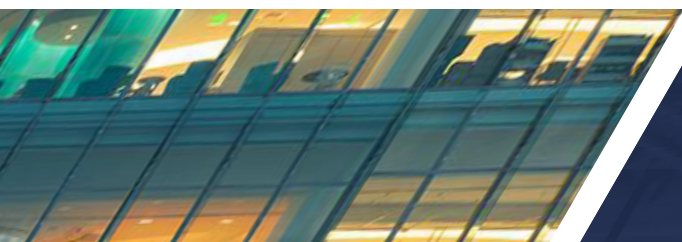
JOB ENRICHMENT

- UVA Health team members work hard, and you can reward their efforts by giving them stretch assignments or special projects
- You can shift them to new and important projects or bestow them with added responsibilities, which they would be happy to shoulder.
- Approving flexible work hours and awarding leave time are nice options to reward your team members.

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—rather “above and beyond” what’s required. A few examples:

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



HOW TO RECOGNIZE

As leaders of the organization, you can 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.

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



THANK YOU

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.



TIMELY

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.



ASPIRE

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.



THE WHY

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.



TEAM MEMBER RECOGNITION PROFILE

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

Team Member's Name _____

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.

- What name do you prefer to be called?
- What are your hobbies?
- What place do you refer to as “home?”
- What types of books, movies or music do you enjoy?
- What is your favorite sport and sports team?
- What is your favorite type of food?
- Share the important relationships in your life (family, friends, pets)
- What is your favorite pastime or hobby? (culture, outdoors, reading, crafting, etc.)

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:

FAQs

Who do I contact for additional information?

For additional information and/or one-on-one consultation please email askhr@virginia.edu and ask to speak with an HR Rewards and Recognition team member.

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 uvahs.myshopify.com.

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

Refer to 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 uvahs.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, Hoos Building Bridges?

Please visit [Rewards and Recognition](#) webpage.

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, we celebrate retirements for team members with 20 or more years of service and are at least 50 years of age. Visit the following UVA Health [retirement recognition](#) webpage for details