Types of Recognition

Above and Beyond - This recognition will be presented to those who model superior service and continually look ways to improve a service or product. Examples of going "above and beyond" may include:

- stepping up to provide superior service and response to internal or external constituents
- looking for the best solution for the customer in a way that fosters and enhances the business relationship
- providing a unique level of service that fosters business relationships/further enhances reputation

Behind the Scenes Wonder / Unsung Hero - This award will be presented to the employee who makes everything go smoothly for those around them; however, he or she may not be good at pointing out their own strengths. It recognizes those who continue to push through to get a job done. These folks likely do not like to be the center of the attention, but what they do is critical to SD' success!

Calm in the Eye of the Storm - This recognizes staff for their resilience when things are hectic.

Collaborating / Helping / Mentoring - This recognizes staff who led others through partnerships. Examples of exemplary collaboration or mentoring may include:

- being influential to others in meeting departmental objectives
- mentoring or providing assistance for others
- suggesting initiatives or changes that will support group productivity
- investing in coaching and/or mentoring newer staff

Customer Service - This award recognizes the employee who provides top-notch customer service, which can result in better partnerships and the removal of work barriers.

Encouraging Word - This is for the employee who recognizes others' strengths and lets them know when they are doing a great job.

Make it Happen - This award honors staff who are relentlessly resourceful and productive. This award category is for an individual or individuals who strive in:

- achieving a desired outcome despite adversity (e.g. limited resources, time constraints, an unexpected challenge, etc.)
- finding a way to complete the mission, regardless of unexpected challenges
- displaying a "failure is not an option" way of thinking

Outstanding Innovator - This award honors the creative problem solver with bright ideas and creative thinking. Examples may include:

- developing a new or more productive way to achieve DEP goals or identify solutions to business challenges
- working to develop interdepartmental solutions where the solution is in the best interest of DEP objectives and improves productivity
- creating solutions for roadblocks where growth is halted or diminished
- approaching problems as opportunities for growth and learning