

County of Riverside Employee Recognition Program (CERP)

Creating your Departmental Employee Recognition Program

Recognition programs are powerful tools for fostering a positive and motivated workplace culture. They acknowledge the efforts and achievements of employees, boost morale, and contribute to a sense of belonging. This guide is designed to assist you in establishing a recognition program within your department.



1. Define Objectives:

Clearly outline the objectives of your recognition program. What do you aim to achieve? Whether it's boosting employee morale, improving teamwork, or enhancing overall job satisfaction, having clear objectives will guide the program's structure.

2. Assess Departmental Culture:

Understand the unique culture of your department. Consider the values, traditions, and communication styles that shape the work environment. Align your recognition program with these cultural aspects to ensure relevance and acceptance.

3. Involve Employees:

Engage employees in the process from the beginning. Seek their input on the types of recognition they find meaningful. This involvement ensures that the program reflects the preferences and values of your team.

4. Establish Recognition Categories:

Define the different types of recognition categories suitable for your department. These could include individual achievements, team successes, innovation, customer service excellence, and more. Tailor categories to align with departmental goals. As a reminder, the five categories in the Countywide Employee Recognition Program are:

- Innovation
- Stellar Customer Service
- Essence of Leadership
- Lean Improvements
- Exceptional Results through Teamwork

5. Develop Recognition Criteria:

Create clear and objective criteria for each recognition category. This ensures fairness and transparency in the selection process. Consider using rubrics or scorecards to facilitate the evaluation of achievements.

6. Select Recognition Methods:

Choose appropriate methods for acknowledging accomplishments. This could range from public recognition in meetings, newsletters, or on bulletin boards to tangible rewards such as certificates, plaques, or small gifts. Consider what would resonate most with your staff.

7. Implement Nomination Process:

Establish a straightforward and accessible nomination process. Ensure that all team members are aware of how to submit nominations, and encourage regular participation.

8. Recognition Committee:

Form a committee responsible for overseeing the recognition program. Include representatives from different levels and functions within the department to ensure diverse perspectives.

9. Celebrate Milestones:

Acknowledge work anniversaries, birthdays, and other personal milestones. Small gestures can have a significant impact on employee morale.

10. Continuous Evaluation and Improvement:

Regularly assess the effectiveness of your recognition program. Gather feedback from employees and the committee to identify areas for improvement. Adapt the program to evolving departmental needs.

11. Communication:

Effectively communicate the recognition program to all employees. Use various channels such as email, meetings, and bulletin boards to ensure everyone is aware of the program's existence and how to participate.

12. Budget Considerations:

Allocate a reasonable budget for the recognition program. This could cover the cost of certificates, awards, or events. Ensure that the budget aligns with departmental priorities.

A well-designed recognition program can significantly contribute to a positive work environment, employee satisfaction, and overall departmental success. By following these steps, you're on your way to creating a program that fosters a culture of appreciation and excellence within your County Department. Good luck!