

Celebrating Success: Recognizing Municipal Employees

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Who am I?

- Why Am I Here?
- What will I accomplish?
- What can you glean from listening to me?

Internal and External Acknowledgments

- Elected Officials – Local, State and Federal
- Department Heads/Management Team
- Employees
- Volunteers
- Interns
- Donors to Town

Importance of Recognition

- Strong motivator.
- Boosts morale.
- Increases productivity.
- Keeps employees engaged.
- Encourages and fosters pride of ownership.
- Creates a positive environment and tone in the work place.
- Mitigates lack of ability to financially reward or incentivize municipal employees.
- Criticism is better received when acknowledgement for good work is provided.

Tools for Recognition

- **#1 “Thank You”** (publicly, privately, stop at job sites, in presence of family/friends)
- Demonstrate to employees that they are valuable and appreciated.
- Treat employees with respect. Never demean employee privately, in front of peers or in public.
- Official Letters, notes, emails with copies to supervisors acknowledging exceptional work or initiative.
- Give credit where due – public acknowledgement of achievements
- Acknowledge work of employees at Board of Selectmen meetings.
- News stories and press releases.
- Verbal acknowledgement at internal and external meetings and events.
- Flexibility or time off where possible.
- Performance evaluations.
- Share correspondence received from the public; post on employee bulletin board; personnel file.
- Recognition Events.
- Include employee in the meetings or event planning to which they contributed ideas.
- Develop job titles to reflect roles and responsibilities – helps public to go to the right person and creates more pride in work.
- Annual Town Report narratives.
- Address poor performance and behavior (morale)

Town of Auburn Employee Recognition

- Recognition Events (Holiday Party, Employee Recognition Cookout, Fire Dept. Annual Award & Recognition Dinner).
- Newsletter stories, Employee Spotlights, press releases , Facebook, Twitter
- “Reward” good employees
 - Publicly acknowledge and thank
 - Note, email or personal comment to employee, family members
 - Send supervisor written acknowledgement for personnel file
 - Post letters of gratitude from the public on employee bulletin board
 - Performance Evaluations – where possible, increases based upon performance
- Press Releases, Newsletter, Employee Spotlight
- Acknowledge long-time employees
- Town Meeting presentations on departmental initiatives and projects
- BOS items to recognize employees and efforts
 - When employees are selected to speak or present at conferences
 - When employees receive awards or recognitions from other agencies or groups
- Certificates of Appreciation (volunteers).
- Certificates of Completion (employees).
- Thank you, thank you, thank you



Top Down Approach...

Motivation starts at the top

- Demonstrate Leadership and Commitment
- Strong Work Ethic
- Earn Respect, Give Respect
- Approachable and Fair
- Set Expectations
- Establish Attainable and Realistic Goals
- Display Professionalism at all levels
- Develop Protocols and Procedures

Build Strong Management Team

- Choose department heads who share philosophy of hard work, motivation, recognition
 - ▶ Promote those who possess leadership qualities and values
 - ▶ Support and encourage employees who are dedicated and innovative to seek management positions
- Hold regular Department/Division Head meetings
- Strong communications horizontally and vertically
- Encourage regular departmental meetings to acknowledge good work, identify and resolve operating issues, motivate

Establish Policies and Protocols

- Develop clear policies and procedures
- Set realistic and attainable expectations
- Be consistent in application of both reward and discipline
- Eliminate inconsistencies (health insurance contribution rates, contractual language)
- Develop Reasonable and Professional Dress Code -act professionally, look professional you will be treated that way
- Provide Customer Service Training
- Conduct Annual Performance Evaluations

Communications with the Public

WHY?

- Educate and Inform the Citizens and Taxpayers
- Transparency and facts about plans, projects and initiatives fosters trust and eliminates rumor
- Knowledge and communications help build positive image of Town employees
- Outreach regarding specific employee achievements generates appreciation

HOW?

- Media Releases
- Quarterly Municipal Newsletter - ***The Auburn Account***
- Employee Spotlight
- Town Web Site
- Board of Selectmen Agendas
- Cable Television Coverage
- Social Media:
 - Facebook
 - Twitter



Employee Spotlight

We welcome Jim Beaugard, who was injured in a wood chipper accident, back to work at DPW. At the November 28th Board of Selectmen's meeting, the Board awarded citations to Mr. Beaugard for his quick thinking and reaction during the incident and Mr. Steve Duff for his heroic actions in saving Mr. Beaugard's life. The Board of Selectmen also provided citations to the first responders - Auburn Firefighter paramedics Christopher S. Pierce and Mark R. Johnson and Firefighter-intermediate Francis X. Hartnett, for their prompt response and critical medical attention. We are grateful to all involved in this incident and we are very pleased to have Jim back at DPW!

CMLEC Participates in Post-Boston Marathon Bombing Activity

Dive Training Session

Santa Tour Marks 58th Year



Hats Off and Thumbs Up!

The Town of Auburn extends its warmest thanks to the following individuals and organizations for their generous donations to the Town in 2012. Thank you for your support!



On the Road... DPW

Major Sewer Main Collapse Brought Under Control



The Town of Auburn welcomes new employees to the team! **Nick Antanavica** is the new local building inspector. Nick comes to us after serving as an engineer at Coyle Engineering Co. Leicester Mass. and licensed MA. construction supervisor at Anton and Sons, Inc. in Worcester.

Darlene Coyle is the new health inspector. Darlene is no stranger to Auburn as she held this position six years ago before she moved on to become Leicester's health officer. She then the regional public health supervisor under the state's health department.

Raymond Girard and **Mary Ann Gifford** are the custodial employees in the newly opened DPW building within DPW. They are working hard to maintain our town facilities including the Town Hall, the library, the senior center, and the police station.

Alma Ugialoro joined the Assessor's Office as the Assistant Assessor/Data Collector. Alma previously worked in the Assessor's Office in Worcester. **Mary Oliver** also joined the Assessor's Office as the Billing Clerk.

Debra Gremo is the new Assessor's Office Clerk. Debra previously held the position of Assistant Treasurer in the Town of Charlton.

Amanda Gage is the new part-time PC/MAC Technician for the Assessor's Office working with the Town's Information Technology Department assisting the Director with technology related projects as well as providing desktop support to the end users, in addition to working with the Assessor's Office Channel (ACTV) to update bulletin boards and perform graphic design on MAC based equipment.

An **Employee Appreciation Cook-out**, sponsored by the Town Manager and several members of the management team, was held on Friday September 21, 2012 from 11:00 to 1:00 at the Pappas Complex. Employees were invited to stop at the facility on their lunch break to dine on a variety of food items such as hamburgers, hot dogs, French fries, salads and desserts while visiting with fellow employees. It was a beautiful day for the event and everyone enjoyed themselves.



Firefighter/Paramedic Troy Arcouette Graduates from State Firefighting Academy

Fire Inspectors Receive State Credentialing

Auburn Police At Work...

Questions/Comments?

Additional Information...

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ICMA
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BOSTON
NEW ENGLAND 

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