

IPS

INVESTING IN PUBLIC SERVICE

- serving Yukon people

APEX

&

Premier's Award of Excellence



This is the revised issue of the APEX framework for employee recognition
in the Yukon public service.
March 2009

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Yukon Government Employee Recognition Program

Introduction

A team from the 2003-2004 Yukon Government Leadership Forum (YGLF) wanted a project that would result in a positive contribution to government.

The team chose to develop and champion principles and guidelines for a corporate employee recognition framework that:

- encourages the development and implementation of specific award and recognition programs;
- establishes principles and guidelines for specific programs;
- proposes a Premier's award program; and
- provides a corporate set of tips and techniques for staff and managers to informally and regularly recognize fellow employees.

The team invited PSC to join them in the development of principles and guidelines for a corporate awards and recognition framework. This document is the result of the team's work – the Awarding People for EXcellence (APEX) framework.

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| 1. APEX Framework | Describes the overall structure of the corporate APEX framework and how departmental and other award programs fit within the APEX framework. |
| 2. APEX Overview | Explains the purpose of the APEX framework and describes the principles, objectives, guiding parameters, and recognition criteria for awards programs under the APEX framework. |
| 3. FAQs | Anticipates some questions people may have about APEX and provides the answers. |

1. APEX Framework

There are two main parts to the APEX framework.

1. A government-wide framework that lays out the common recognition criteria, objectives and guiding principles for all recognition programs.
2. Specific corporate programs (such as the Premier's Award of Excellence), department programs and other programs that fall under framework (such peer recognition programs, sector-specific programs, volunteer recognition programs, etc.).

2. APEX Overview

Purpose	APEX, the government's employee recognition framework, helps public servants, the government and the public celebrate and take pride in the achievements of those people who work in the public service.
Principles	<p>The Government of Yukon values its employees and the work they do and recognizes the importance of their contributions to the public service.</p> <p>The Government of Yukon supports employee recognition.</p>
Objectives	<p>Employee recognition programs are created to:</p> <ul style="list-style-type: none">➤ Recognize public servants for exemplary work;➤ Motivate individuals, teams and departments to accomplish department and government wide goals;➤ Promote positive behavior and reinforce organizational values;➤ Increase pride of work in the public service;➤ Increase staff retention; and➤ Increase the public's view of Government of Yukon as a desirable environment in which to pursue a career.
Guiding parameters	<p>Encourages excellence in behaviour and performance The employee recognition program recognizes changes in behaviour and performance.</p> <p>Fair and transparent The program demonstrates that it has duly considered all nominees or applicants. The process needs to be clearly laid out for all eligible employees.</p> <p>Respectful of workplace diversity The program needs to respect diversity in the types of work done by employees.</p> <p>Recognition programs are not linked to employee performance evaluations</p>
Recognition Criteria	<p>The criteria for all programs under the APEX framework will represent what this government most values in its public servants and must include at least one or a combination of:</p> <ol style="list-style-type: none">1. organizational goals, objectives and values;2. quality service;3. leadership;4. innovation. <p>1. Organizational goals, objectives and values Where goals, objectives, and values are defined in a department or are defined corporately, they should be reflected in the recognition program.</p> <p>2. Quality service Exceptional levels of service to, and in, the public interest by an individual or team including:</p> <ul style="list-style-type: none">➤ quality, timeliness, accessibility and reliability of services delivered; or➤ the use of creativity and initiative to meet client needs.

3. Leadership

Exemplary leadership of a project, program or team that:

- Enhances the quality of the workplace for employees and contributes to the enhancement of diversity, safety and health, workplace culture and employee development; or
- Improves workplace processes by changing existing procedures for the better, reducing costs or increasing efficiencies; or
- Delivers a one-time or ongoing product to clients or the public.

4. Innovation

Development of new ideas into tangible initiatives, including:

- The use of new technology to enhance program and service delivery or improve existing processes and procedures;
- The creation of new programs, services or opportunities for Yukoners; or
- The identification and pursuit of new opportunities for Yukon.

Each program will establish clear guidelines on how criteria will be met.

3. APEX FAQs

Are we just awarding people for special projects, working long hours, etc.? What about employees who consistently do their jobs well?

APEX is a framework of guiding principles, goals and objectives for how we can reward and recognize employees for the work they do. Specific programs are developed under APEX.

What will the award be?

Again, there are various awards depending on the program or award, although none offers cash. Departments may come up with their own awards depending on input from employees.

How much will all of this cost?

Each award or program will have its own costs.

Do departments have employee recognition programs?

Yes. It is up to departments to establish their own programs. The APEX framework provides common parameters for these programs.

Part B:

Premier's Award of Excellence

Premier's Foreword

June 2005

I am pleased to establish the Premier's Award of Excellence within the Yukon public service. My hope is that this employee recognition award will be in place for many, many years to come.

Here in Yukon we have a professional public service made up of well-educated and committed individuals who work to deliver services to all citizens.

Tied into the Investing in Public Service (IPS) initiative, the Premier's Award of Excellence is one of the ways that we can reinforce pride in the public service and recognize the creativity, professionalism, knowledge and skill that Yukon government employees bring to their work every day.

Premier Dennis Fentie

Premier's Award of Excellence

The annual Premier's Award of Excellence recognizes Yukon government public servants who have contributed to providing outstanding service, contributions or accomplishments to Yukon citizens and the government.

In keeping with the government's Awarding People for EXcellence (APEX) framework, the Premier's Award of Excellence aims to reinforce pride in the public service, call public attention to the good work of the public service and provide an opportunity to showcase people's talents and good teamwork. The award is also encourages results, cooperation, understanding and respect within the public service.

Who is eligible?	All active employees appointed under the Yukon <i>Public Service Act or the Education Act</i> are eligible for nomination. Nominees may be individuals, groups or teams.
How are award recipients chosen?	<p>The Public Service Commission makes a call for nominations each year. Nominations may be submitted by a manager, supervisor, peer, client, co-worker or a member of the public to the Public Service Commission, and are reviewed by the Premier's Award of Excellence Selection Committee. The Selection Committee makes the final decision on recipients, subject to the approval of the premier.</p> <p>The Selection Committee includes:</p> <ul style="list-style-type: none">➤ representatives from the Public Service Commission;➤ representative of employees;➤ a Deputy Ministers Human Resource Committee representative;➤ a Human Resource Management Advisory Committee rep; and➤ a community representative.
What is the Award?	The Premier will present the recipient(s) with and award at the annual awards presentation.
Why nominate?	<p>The Premier's Award of Excellence is designed to recognize individuals, groups or teams.</p> <p>The award recognizes accomplishments throughout departments. The award criteria reflect an environment that encourages achievement, cooperation, understanding and respect.</p>
Administration	The Public Service Commission is responsible for co-ordinating the annual Premier's Award of Excellence. The Premier's Award of Excellence Selection Committee reviews all nominations and makes the final decision subject to the approval of the Premier. Award nominees are announced annually during Yukon Public Service Week in June.

Recognition Criteria	Recognition criteria (general and specific) represent what government most values in public servants. Accomplishments, service and contributions that demonstrate at least one of the general criteria and at least one of the specific criteria may lead to a Premier's Award.
General Criteria	<ol style="list-style-type: none"> 1. Promotes a high standard of customer service. 2. Promotes the organization's stated outcomes. 3. Demonstrates commitment to continuing improvement. 4. Provides a role model for the public sector or community. 5. Promotes, where possible, inter-agency or inter-departmental collaboration. 6. Demonstrates commitment to achieving value for money. 7. Demonstrates the achievement of social, economic and/or environmental improvement.
Specific Criteria	<ol style="list-style-type: none"> 1. Quality service Exceptional levels of service or on-going quality service to the public and in the public interest by an individual or team which may include: <ul style="list-style-type: none"> ➤ quality, timeliness, accessibility and reliability of services delivered; ➤ creativity and innovation to meet client needs; ➤ significant improvements to an existing process or program (cost savings can be a sub-element); or ➤ the creation of a benefit or positive long term impact on clients, stakeholders or Yukon citizens' lives. 2. Leadership Exemplary leadership of a project, program or team that: <ul style="list-style-type: none"> ➤ enhances the quality of the workplace for employees and contributes to the enhancement of diversity, safety and health, workplace culture and employee development; ➤ improves workplace processes by changing existing procedures for the better, reducing costs or increasing efficiencies; ➤ delivers a one-time or ongoing contribution to clients or the public; ➤ demonstrates a strong "people" element (i.e. leadership is committed, involved and creates and sustains a participatory environment); ➤ demonstrates well defined strategic direction; ➤ demonstrates human resource planning and practices which contribute to work unit effectiveness and outcomes; ➤ creates a continuous learning environment which contributes to a skilled and motivated workforce; or ➤ creates employee satisfaction and results in more effective work unit performance. 3. Innovation Development of new ideas into tangible initiatives, including: <ul style="list-style-type: none"> ➤ use of new technology to enhance program and service delivery or improve existing processes and procedures; ➤ creation of new and unprecedented programs, services or opportunities for Yukoners; ➤ identification and pursuit of new opportunities for Yukon; or

- demonstration of scientific excellence or a leap of creativity in public sector management work practices or service delivery.

4. Organizational goals, objectives and values

Service, contributions or accomplishments that demonstrate the values and goals of the Corporate Human Resource Plan.

Corporate HR Plan Values

- integrity
- respect
- excellence/professionalism
- partnering
- innovation
- trust
- ethics/balance

Corporate HR Plan Goals

- Support innovation, encourage questioning, and changing of policies and processes.
- Be an attractive employer to current and new workers.
- Increase pride in the Yukon public service.