



Believing in Recognizing & Awarding Valuable, Outstanding staff

BRAVO to our Quarter 2 Anniversaries!

5 YEARS

Joanne Aluka-White
Samantha Andrews
Jonathan Billings
Ivory Blakley
Brian Boudreau
Andrew Boyd
Elisabeth Brown
Brien Clapton
Francine Dadio
Gene Duvernell
Christopher Epting
Delys Espinal
Lorraine Ford
James Gentle
Natasha Harrison
Kyle Helf
Tamara Johnson
Ophelia Kofa
Christina Kopitopoulou
Paula Lail

David Loveless
Patrick Madsen
Clara Marrow
Kasey Matthews
Joseph McNeil
Benjamin Miller
Elizabeth Moll
Terrell Morris
Heather Nance
Dwight Nealey
Daniel Schenk
Antonio Smith
William Thompson
Maria Velasco
Gregory Verret
Nastasskia Watson
Christina Wright

10 YEARS

Lawrence Blomberg
Amber Branton
Amanda Brendle

Allison Brinkley
Kristy DeSantis
Barbara Dorazil
Macien Gilles
Diane Hancock
Jennifer Hurlbert
Robert Jackson
Leslie Jenkins
Wilfride Joline
George Kaperonis
Warren Monk
Robin Moose
Jeremy Perry
Carol Ross
Lolita Rowe
Sarah Simard
Lucia Siochi
William Swint
Heather Vetzner
Bonnie Webb
David Williams
Tammy Woodard

15 YEARS

Karen Algozzine
Troy Anderson
Shannon Carey
Agnes Douglas
Marilyn Elysse
John Ennis
Robert Green
Doris Hart
Jennifer Livengood
LaTonja Miller
William Robinson
Helen Smith
David Spry
Markeith Tate
Melissa Taylor

20 YEARS

Bradley Bowen
Darlene Childress
Gladys Gray
Elizabeth Hanie

John Neilson

25 YEARS

Deborah Colerick
Donna Furr
Loren Hibbs

30 YEARS

Kieffer Gaddis
Valerie Wigg
Angela Williams

Approaches to Employee Recognition

Peer Recognition

41% of companies that use peer-to-peer recognition have seen marked positive increases in customer satisfaction.*

Peer-to-peer is 35.7% more likely to have a positive impact on financial results than manager-only recognition.*

When coming up with peer recognition programs, defining your goal is key. What do you want to recognize? Improve in your team?

This might include improving attendance, project accomplishments, developing leadership skills, etc. Team feedback is important for the success of the program. It is highly encouraged to ensure

"Nearly 75% of organizations have a recognition program (despite the fact that only 58% of employees think that their organizations have recognition programs)."

(Bersin by Deloitte, The State of Employee Recognition, 2012)

* (SHRM/Globeforce Employee Recognition Survey, 2012)

Notable Niner

Submit Recognition!

www.hr.uncc.edu/notableniner

Please visit the website for full details on the Notable Niner recognition.

Employees will be given recognition monthly. They also have a chance to win a \$25 gift card. Their names will appear in this newsletter, quarterly.

NOTABLE NINER MENTIONS

We would like to congratulate the following employees on being recognized for their outstanding work.

Sarah Ekis - Human Resources

"Sarah has been tremendously helpful to our project in the College of Education, as we've navigated hiring a new employee. She is professional, responsive, knowledgeable, and kind!"

Becky Giroux-Boucher - Facilities Operations

Becky has been an asset to the Fac Ops department with handling double duty as an Admin Assistant. While our colleague is out on maternity leave, Becky has covered both areas (opposite ends of campus) with great enthusiasm and patience. Becky always has a bubbly-goofy response to anything ferret related. We are so thankful to have her on our team. Thank you Becky!

Mike Watt - Facilities Management

Mike did a fantastic job at the University Center for Academic Excellence Learning Commons in Colvard 2302. He completed the work in record time and it looks great. Students were using the area where while Mike was completing his work. He took the cabinets off, sanded, and painted without disturbing the students and with the utmost care and cleanliness. He also did a great job matching the paint on the wall. You cannot tell where the cabinets were. We have been at this location for more than two years. I am sure the sun has affected the paint color. I appreciate all the care Mike took to make our space look first class. Finally yet importantly, Mike was very polite and friendly. It was a pleasure having him doing work in our space.

Pamela Duff - Facilities Management

The Second Floor Renovation in Facilities Management required a move to a temporary swing space (Hickory building) on March 3. Twenty people moved their offices and each were required to unplug and reattach their computer and telephone cables/cords/equipment after it was delivered to the swing space. Pamela took it upon herself to install several of the computers before any of us were on site. This is a tedious and arduous task, but she did it without asking. She also ensured the copier/printers were connected and worked properly before she left. She made multiple trips (walking) to Hickory from the FM/PPS building that day to assist us in whatever way she could.

This is above and beyond expectations. It was a huge time saver for us, though. I, for example, had three computers (three offices) and six monitors to install and they were all done before I arrived shortly after 1:30 pm. Pamela is a great asset to our department and to the University. She is customer focused and does everything, and I mean everything, she can to accommodate the need. Thanks Pamela!

Ashley Sisco - Facilities Management

Ashley was hired in August 2016 as an interior designer and facility planner. One of her projects is the Second Floor Renovation in Facilities Management, which involves a space upgrade for a unit within our department who ran out of room and needs more space for new employees coming on board within the next few months.

Although project management and coordination is her job, she was able to work through the last minute requests and a major change in the scope of work at a late stage in the process. The associate vice chancellor weighed the options and approved the new scope. This caused a delay in starting the project and caused budget issues, which Ashley and her director had to work out with the associate vice chancellor the week before the project could begin. Somehow, they figured it out. She handled the hurdles and changes with grace and finesse. She is a pleasant colleague and is willing to do what she can to make her customers happy. Thank you Ashley!

Pamela Hickman and Armetta Davis - Facilities Management

Pamela and Armetta presented an outstanding, informative presentation for the Admin Forum on February 16 on the implementation of our department's Facilities Management Customer Service Line. They represented Facilities Management with excellence. At least half of the participants were there for PAC certification. Others were there to learn something new and to be aware of what's going on in general. I believe all walked away with knowledge of how to streamline their processes of requesting assistance from our department using the customer service line.

As a staff member within Facilities Management, I attended to ensure I had the correct information when I share with others on campus. The campus community benefited greatly from this information learning how Facilities Management can serve them via <http://capitalconstructionplan.uncc.edu/customer-service-line/customer-service-line>

Does your department do a phenomenal job of recognizing employees? Share with us and you can be featured in the next BRAVO newsletter!

Email responses to ktomey@uncc.edu
hr.uncc.edu/BRAVOnewsletter