



EMPATHY



EXCELLENCE

VALUES RECOGNITION CARD



ETHICS



EQUITY

Frequently Asked Questions

The purpose of this document is to provide information to Frequently Asked Questions (FAQ's) related to the Values Recognition Cards.

Q. What is the purpose of the Values Recognition card?

- A. The Values Recognition card provides a convenient and uniform way for employees in the City to recognize each other for a job well done by aligning a positive action or behavior to one of the Values of Service.

Q. I want to recognize a co-worker, where do I obtain a Values Recognition card?

- A. You may obtain a Values Recognition card from your department's Values Ambassador. If you don't know your department's Values Ambassador, a Values Recognition form is available online via the internet at: <https://dallascityhall.com/departments/ethics/Pages/resources.aspx>.

Q. What are the reasons an employee can be nominated?

- A. An employee can be nominated with a Values Recognition card when they exhibit one or more of the City's Values of Service (Empathy, Ethics, Excellence, Equity). A Values Recognition card can be given because an employee's actions or behaviors while performing his/her job is above and beyond their normal job duties.

Q. How do I know which Value of Service to choose to nominate an employee?

- A. An employee should be nominated for one of the City's Values which are Empathy, Ethics, Excellence and Equity.
 - Empathy: We demonstrate compassion by listening and understanding. Empathy means we never get too busy or lose sight of why we are here.
 - Ethics: We believe in being transparent, open and honest. As public servants, we are held to a higher standard and must always strive to do the right thing.
 - Excellence: We are committed to continuous improvement. Our qualities of Excellence include seeking best practices, becoming experts in our fields, and having the courage to get work executed.
 - Equity: We understand the diverse needs of the community we serve. We ensure everyone has access to opportunities necessary to satisfy their essential needs.

Q. As the employee giving a Values Recognition card to another employee, what do I need to do?

- A. Complete the card by including the name of the employee being recognized, the behavior or action that was witnessed, and which Values of Service aligns with the behavior or action. Then copy the inside of the card and either give it to your Values Ambassador or other designated representation or email to dallasrecognition@dallascityhall.com so the recipient can be eligible for special Values Recognitions. The card may also be scanned and sent to the card to the recipient's supervisor/manager so they gain greater awareness of the card recipient's behaviors.

Q. Is there an online option?

- A. Yes, simply go to <https://dallascityhall.com/departments/ethics/Pages/resources.aspx>. The employee who nominates another employee should scan and email the inside of the card to dallasrecognition@dallascityhall.com.

Q. Are there any type of Rewards?

- A. Yes. Submitting a copy of the Values Recognition card to the Dallas Recognition email automatically enters the recipient of the card into a pool of candidates who will be chosen to be highlighted in the monthly Debrief publication and other recognition awards.

In addition, the recipient of the card will also be entered in a drawing for a chance to attend a Listening Session at part of the Talk to TC Series. The Listening Session is a format for a smaller group of employees to engage in open dialogue with the City Manager over lunch. This is open to only 15 employees who have been recognized through the Values Recognition Program.

Q. Can a single Values Recognition card be given to more than one person?

- A. No. Values Recognition cards are designed to be given to individual employees and not to teams or groups.

Q. Who presents the Values Recognition card to the recipient?

- A. The person who observed the behavior should present the Values Recognition card to the recipient.

Q. Will receiving a Values Recognition card improve an employee's performance appraisal?

- A. Receiving a Values Recognition card or a certain number of Values Recognition cards will not improve a performance appraisal rating. However, as supervisors become increasingly aware of the desired behaviors demonstrated, he/she could possibly factor that into the overall assessment of the individual's performance.

Q. When should I present a Values Recognition card to a recipient?

- A. The card should be presented to the recipient as close to the time that the behavior was observed, and the Values Recognition card was completed. Ideally, for most impact it should be completed and presented within 48 hours of the observed behavior.

Q. Can I nominate an employee in another department for a Values Recognition card?

- A. Yes, an employee from one department can recognize an employee in another department.

Q. What should I do if I have questions regarding the Values Recognition card?

- A. If you have questions related to the Values Recognition card, please contact the City of Dallas Ethics Officer, Michelle Ranum at michelle.ranum@dallascityhall.com.