

FINANCE AND BUSINESS OPERATIONS

# TOWN HALL

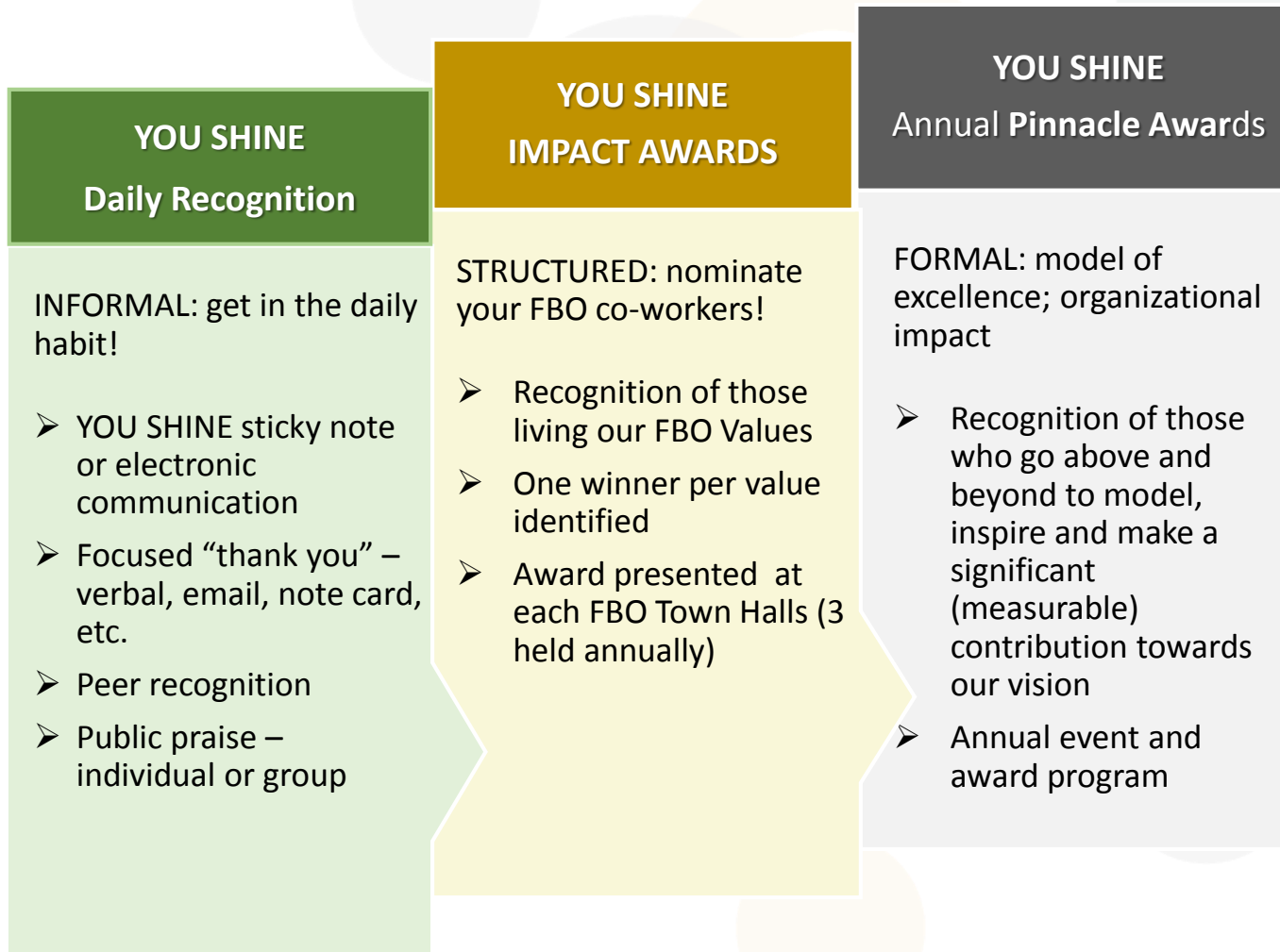
— *with Bill Decatur & Senior Leadership*

# FBO Reward & Recognition

*Creating a Culture of Appreciation*

# Creating a Culture of Recognition

We acknowledge the efforts and contributions of our team members



# YOU SHINE - Recognition Challenge

**When:** Monthly

**Who:** FBO Team Members

**How:** Identify at least 2 FBO Team Members each month who have demonstrated their commitment to our Values, and present them with a detailed YOU SHINE sticky note or electronic communication

**Why:** To recognize those who go above and beyond and consistently embody our values, and to build a culture of recognition in the FBO Division



The sticky note template features the Finance Business Operations logo at the top left, which includes a stylized 'W' icon and the text 'FINANCE BUSINESS OPERATIONS THE MODEL OF SERVICE EXCELLENCE'. Below the logo, the words 'YOU SHINE!' are written in large, bold, green capital letters. Underneath, there are fields for 'To' and 'Date' in a cursive font. A line of text reads 'I wanted to let you know that you truly live this value:'. To the left of a list of values is a stylized person icon with the word 'VALUES' in large, bold, orange letters. The list of values includes: Innovation, Excellence, Service, Integrity, Courage, Collaboration, Continuous Learning, and Diversity & Inclusion. Each value has a small square checkbox next to it. Below the list, there are several horizontal lines for additional notes, starting with the cursive word 'and also'. At the bottom, there is a field for 'From' in a cursive font.

**FINANCE BUSINESS OPERATIONS**  
THE MODEL OF SERVICE EXCELLENCE

## YOU SHINE!

To \_\_\_\_\_ Date \_\_\_\_\_

I wanted to let you know that you truly live this value:

**VALUES**

- Innovation
- Excellence
- Service
- Integrity
- Courage
- Collaboration
- Continuous Learning
- Diversity & Inclusion

and also \_\_\_\_\_

From \_\_\_\_\_

# Keys to Building a Successful Recognition Culture

- Personalized
- Aligned
- Specific
- Timely
- Genuine
- Inclusive
- Visible
- Fair

