

SPARK Program

Presented by:

The Engagement & Recognition Committee



What is a SPARK Award?

- Specific and immediate recognition for an individual, full-time employee demonstrating our core values
- Timely verbal recognition from awarding supervisor
- Employee exchange of the SPARK card for a gift card worth \$20.00
- Published acknowledgement of the award winner on Facilities Management media



Facilities Management Core Values

We are Caring

We are Collaborative

We are Experts

We are Good Stewards

We are Progressive



What is the goal of the SPARK program?

- Increase morale and employee engagement
- Immediately (within two business days) recognize individuals demonstrating FM core values
- This is a program of encouragement and recognition.



Examples of SPARK Award qualifiers

We are Caring

An employee stepped in to assist a fan at the football game that had spilled some food on his jacket. He was confined to a wheelchair and was struggling to hold the items that he had purchased. She walked over to get some napkins and then proceeded to wipe his jacket for him. This scenario demonstrates the core value of **caring**.



Examples of SPARK Award qualifiers

We are Collaborative

We found out that there had been no requisition submitted to create a purchase order the day before Tomlin Hearing was arriving on campus to conduct hearing test for FM employees. An employee was very caring and **collaborative** and quickly provided us with direction on what to do. Once she had all of the information she needed, she delegated the task of creating the requisition to another employee. She then sent an email to Purchasing to ensure that we would be able to have the PO in place before the hearing tests were conducted. We did not have to reschedule over 100 employees this week thanks to this employee's work!



Examples of SPARK Award qualifiers

We are Experts

An employee didn't hesitate to come over and help troubleshoot Edwards when I called him this afternoon. Being unfamiliar with the system, he gave his best effort and worked with others to get the system working. We will still need to do some modifications to make it consistent throughout but I am pleased with where we are at with his efforts. He doesn't complain nor did he give up. I appreciate his persistence, diligence and team mentality. This is an example of expertise.



Examples of SPARK Award qualifiers

We are **Good Stewards**

An employee noticed that her supervisor had some extra work to deal with, and volunteered herself to help him with some of his daily duties. On top of doing what she volunteered herself for, she went above and beyond and detail cleaned some areas within the building that was not asked of her but she did it anyway to make the building look great, and relieve some work from her supervisor. This example demonstrates FM's value of **good stewardship**.



Examples of SPARK Award qualifiers

We are **Progressive**

The cell phone committee on campus was in need about coverage on the Fort Collins campuses. An employee took the initiative to start contact people who work out in the field and asking them questions about the coverage they were currently getting with the phones and laptops. This task had not been assigned to her; she just took the initiative and contacted people she knew who could provide her with the information that was needed. This is an excellent example of being **progressive**.



How do I issue a SPARK Award?

- All FM supervisors are issued a set of numbered SPARK award cards
- Supervisor perceives behavior that aligns with our core values (or employee witnesses it and reaches out to a supervisor)
- Supervisor thanks the employee by citing the behavior and presents employee with a SPARK award card, within two business days of the qualifying action
- The presenting supervisor can circle the Core Value(s) being recognized, and sign and date the card if they want.



After giving a SPARK Award...

- The awarding supervisor must submit a web form to the Engagement & Recognition Committee. (The form is available via computer or mobile device.)
- The form lists all information about the behavior, employee, and date of the award to the FM Engagement & Recognition Committee for tracking. It includes a space for comments where the card# can be included, and shouldn't take more than two minutes to complete and submit.
- Supervisors must submit the web form within two business days of issuing the SPARK Award.



Special Note

- The SPARK Award program is by necessity separate from end of year employee evaluations.
- Supervisors cannot use a SPARK award as rating criteria for end of year evaluations.
- The SPARK program is intended to align employees with organizational goals, which has been proven to increase morale, reduce turnover, and increase employee investment in an organization.



Next Steps...

Employees can redeem their SPARK award for a \$20.00 gift card.

Where?

Pitkin Conference Room, Facilities Management North

When?

Every 1st and 3rd Wednesday of the month
10:00–11:00 a.m. & 3:30–4:30 p.m.

What?

A variety of gift card options to choose from:

- RamCash
- King Soopers
- Wal-Mart
- Home Depot
- Cinemark
- Scheels Sporting Goods



Forgot Online Form?

- When the employee redeems the SPARK Award card, if the presenting supervisor has not submitted an online form to the Engagement & Recognition Committee, the employee will still receive their gift card. The committee member handling the redemption will email the presenting supervisor a reminder with the SPARK Award form attached.
- It is then up to the supervisor to complete and submit the form to the Engagement & Recognition Committee ASAP for tracking purposes.



Employee Engagement

- If you see something, say something! Sometimes there isn't a supervisor present. Find a supervisor to brag about another employee's SPARK-worthy behavior. There are many supervisors who enthusiastically support the SPARK program, who will issue an award on recommendations.
- It isn't about "above and beyond" – this program is about tying employee contributions and actions to the core values of our department. Employees can and should be advocates for their peers.



SPARK Award Recap

- Over 500 SPARK awards were given out in 2019!
- Central HR highly praised the program and is considering adopting the program as a model university wide
- Feedback from staff and supervisors has been largely positive



FACILITIES MANAGEMENT

AT COLORADO STATE UNIVERSITY



SPARK Quarterly and Annual Awards
FM employees who receive a SPARK award are entered into a drawing for gift cards valued at \$250 and \$500 for the SPARK Quarterly and SPARK Annual Awards.

Engagement & Recognition Committee

Current initiatives include:

- SPARK
- SPARK Quarterly & Annual Awards
- Campus Tours for FM Employees
- Facilities Appreciation Events

For a more detailed description of these initiatives, FAQ, and other ways to recognize employees, visit:

- <https://www.fm.colostate.edu/spark>
- <https://www.fm.colostate.edu/sparkstories>
- <https://www.fm.colostate.edu/tours>

Get Involved!

If you have questions, feedback,
or want to join the group,
contact the committee at:
[fac_employee_appreciation@
mail.colostate.edu](mailto:fac_employee_appreciation@mail.colostate.edu)

Engagement & Recognition Committee Members

Adam Anderson, Computer Services

Judy Baechle, Remodels and Construction Services

Cameo Banks, Mechanical Trades

Aaron Buckley, Parking and Transportation Services

Jamie Cardenas, Building Services

Julia Innes, Planning

Claude Jaillet, Building Services

David Jimenez, Building Services

Christina Miller, Customer Service

Kelly Miller, Capital Construction

Amy Ouska, Building Services

Joan Paulsen, Building Services

Dimitri Poppeliers, Maintenance Engineering

Karin Rees, AVP Office

Mike Rush, Design

Rita Schmid, Building Services

Dana Schoonmaker, Mechanical Trades

Vince Soderquist, Parking and Transportation Services

Jared Warnock, Outdoor Services



More Opportunities for Recognition: **Thank a Colleague**

- Publicly acknowledge a Facilities Management coworker, FM employee, or FM group for their effort, support, or accomplishment.
- Any CSU employee or campus partner can submit a note of appreciation.
- Send your email to fac_news@Mail.colostate.edu for consideration in an upcoming issue of *Facilities Focus* or *FM Daily Communication*, and thank your colleagues for their continued presence within FM.



Facilities Focus Newsletter

- Quarterly newsletter of CSU Facilities Management
- Editions are published in both English and Spanish
- Webpage: <https://www.fm.colostate.edu/facilitiesfocus>
- Topics & recurring articles include:
 - ✓ SPARK program
 - ✓ Facilities and campus-wide events
 - ✓ Benefits for CSU employees and community news
 - ✓ Employee milestones, retirements, and new hires
 - ✓ Thanking FM colleagues for their work and diligence
 - ✓ Safety discussion
 - ✓ Tree care on campus
 - ✓ FM team and employee spotlights



Facilities Focus Newsletter

Have an idea for an article? Or a one-time announcement to share department-wide? Want to contribute to Facilities Focus on a regular basis? We would love your involvement and are open to new ideas and feedback.

We encourage FM employees to reach out to the committee at fac_news@Mail.colostate.edu if you have interest in participating. Typically, the commitment is 1–4 hours quarterly.

