**GOVERNOR’S TEAM EXCELLENCE AWARDS PROGRAM**

2023

AWARD CRITERIA &

NOMINATION FORM

State of Delaware

Department of Human Resources

Training and HR Solutions

*Improving the Performance of State Government*

**Team Excellence & GEAR-P3 Innovation & Efficiency Award Criteria**

The criteria for the team evaluation are grouped into two categories: Team Operation (weighted at 50%) and Results (weighted at 50%). Teams selected for recognition of these awards must demonstrate excellence in all areas of project design and implementation. The teams’ solutions must be implemented with some of the team’s work being completed in 2023. Teams that were nominated but not recognized in previous years may re-apply.

The GEAR-P3 Innovation & Efficiency Award is the highest level of recognition in this program. This special award is the result of a cooperative effort between the State, the GEAR Public-Private Partnership (P3) task force, the Delaware business community, and the Delaware Business Roundtable. The award is intended as an apex award which adds to and expands upon the continuous improvement criteria of the Team Excellence award.  It was created to enable the Governor to recognize and incentivize outstanding teams of State employees that have clearly demonstrated a commitment to using continuous improvement methodologies and disciplined project management to deliver innovative, impactful, sustainable, and highly efficient business processes and services.

***TEAM OPERATION (50%)***

Teams address many complex challenges and are structured according to the task at hand. Effective teams have operations with these characteristics:

**Leadership** – Excellent teams become role models for other teams in the organization. They focus on goals, excel at communication, and lead their agencies to higher standards.

**Alignment with Organization Mission and Strategic Goals** – Teams exhibit clarity of purpose in executing their charters and achieving goals in alignment with the organization’s strategic plan.

**Use of Best Practices, Continuous Quality Improvement, and Measurement Tools** – Effective teams use group processes and fact-based decision-making, employ tools and techniques that solve problems, improve work processes, and create environments of continuous learning.

**Teamwork Processes** – Successful teams strive for excellence with every task, excelling at communication, organization, employee and customer involvement, decision-making, and improvement strategies.

The nomination submitted will be evaluated in the areas of problem identification, root cause analysis, team approach, and solution implementation.

***RESULTS (50%)***

Results are measurable outcomes that contribute to the overall success of the organization. Results need to be aligned with the organization’s mission and clearly tied to objectives stated in a project charter. Results must represent measurable and sustainable performance. Examples of outstanding results include:

**Innovation -** Project has demonstrated innovative process design and/or results.

**Best Practice** - Project completion results in best practice(s).

**Sustainable –** Results are sustainable and produce significant savings (e.g., hard cost savings, reduced resource consumption, measurable quality improvement in delivery of services).

**Scalable –** Solution can be scaled within the current working context (i.e., it can be repeated, duplicated, or done more frequently to obtain a greater outcome or impact).

**Leverage –** Solution can be leveraged to other working contexts (i.e., can be adopted by other organizations without modification or can easily be modified and applied to other similar and/or not in-kind opportunities).

The verifiable results of the team will be evaluated in terms of significance to the state and the general public, and the tangible and intangible results achieved by the team. The results for teams selected for the GEAR-P3 award(s) may be subject to third-party verification.

**Nominations**

Nominations for the Governor’s Team Excellence Award Program must include a completed nomination form addressing the team operations criteria and results questions. State agencies and the courts may submit multiple entries. Projects nominated must be implemented with measurable outcomes.

**Endorsements**

Nominations for the Award must be accompanied by two documents of support. One must be a letter of endorsement from the team’s Cabinet Secretary/Agency Head. The other document should be an endorsement, testimonial, or feedback data from a stakeholder(s) or customer(s) that showcases the positive impact of the team’s work.

**Submission Deadline – January 16, 2024**

Email nominations to [Statewide\_Training@delaware.gov](mailto:Statewide_Training@delaware.gov) with the subject line: **Governor’s Team Excellence and GEAR-P3 Award**. The two required letters of support must be submitted with the nomination.

**Eligibility**

This program recognizes the outstanding work of State employee teams on projects they implement within the State of Delaware. (Our program guidelines identify State employees as Executive, Judicial, and Legislative branch employees, as well as casual/seasonal employees.) Nominations may include up to 20 employees per team. For teams with more than 20 people, we strongly recommend identifying a core group or nominating multiple teams.

While all State employees are included in their team’s recognition, some restrictions exist on the financial incentives associated with the GEAR P3 award. Contractors, appointed officials (defined as cabinet secretaries, deputy secretaries, division directors, deputy directors, or equivalent level positions in other agencies, such as deputy principal assistants or administrative managers serving at a deputy director level or higher), legislators, judges, and elected officials are not eligible for the financial incentives. Only one project candidate per agency or governmental organization can receive the GEAR-P3 award each year. In addition, teams are not eligible to receive the GEAR-P3 award in consecutive years.

**Awards**

The Governor’s Team Excellence Award Program includes three levels of recognition.

**GEAR-P3 Innovation & Efficiency Award:** This top award recognizes teams with the highest levels of performance excellence and is sponsored through a public-private partnership (P3) initiative. It honors teams that not only use continuous quality tools to achieve excellent outcomes but also develop innovative designs and processes, establish best practices, and produce verifiable results that are sustainable, scalable, and adaptable to other areas of government. These teams serve as clear role models for other organizations.

A team recognized at the GEAR-P3 Award level receives a monetary award as part of its recognition. The award is capped at $10,000 per team. If there is more than one recipient, the available funds will be divided over the number of teams recognized. Teams selected for a GEAR-P3 Award are also presented with a trophy and certificates signed by the Governor and recognized at the Governor’s Annual Recognition Event in May. It may be possible that no project qualifies for the GEAR-P3 award in a given year.

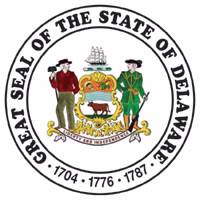
**Champions Award**: Recipients of this award must demonstrate a superior level of knowledge and use of continuous quality improvement tools and techniques. They must also have produced tangible results that lead to significant increases in efficiency, customer satisfaction, and/or cost savings. Team members selected for the Governor’s Team Excellence Award are presented with a certificate signed by the Governor and the team’s agency receives a Governor’s Team Excellence Champions Award trophy.

**Commitment Award**: This award will recognize those teams whose work processes, use of quality improvement tools, and/or results demonstrate a commitment to continuous quality improvement in their organization.

**Selection Team**

The Selection Team includes a cabinet secretary or division director, a union representative, a Delaware Quality Partnership representative, a Department of Human Resources representative, a member of Public-Private Partnership (P3), a member of GEAR, and a member of the previous award recipient team.

**For Further Information or Questions Contact**

Department of Human Resources/Training and HR Solutions, Tel: 302-739-1990 or visit our website at https://dhr.delaware.gov/training/award/team/

**Governor’s Team Excellence Award Program**

https://dhr.delaware.gov/training/award/team/

Nomination #:

For Internal Use only

**2023 Governor’s Team Excellence Award Program – Nomination**

**Instructions -** This is a fillable word form. Begin typing in the shaded area, and it will expand as you type or cut and paste in information. The tab key can be used to scroll to the next entry. To save the document, go to file menu and select “save as” and rename the file to include your team’s name and agency name.

Date: *Click here to enter a date.*

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| --- | --- | --- | --- |
| Team Name: |  | | |
| ***(Note: Please write the team’s name as you want it to be identified in any recognition it receives.)*** | | | |
| Agency or Department / Division (if this is a multi-agency nomination, please list all agencies/divisions involved) | | | |
|  | | | |
| Team Leader’s Name/Title/Agency: | | Phone Number | Email Address |
|  | |  |  |
| Nominated By: | | Phone Number | Email Address |
|  | |  |  |

**Team Members** (*this is exactly how the names will appear on the certificates and in the press release*):

|  |  |  |  |
| --- | --- | --- | --- |
| **First Name** | **Last Name** | **Employee ID** | **Agency/Department** |
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*If you would like to add additional people who played important support roles or were key partners for this team, you can include them in the supplemental table at the end of this nomination form. Please note, however, that these additional employees would not be considered for formal recognition from this program.*

**Executive Summary Statement**

**Briefly describe your team’s composition, why it was created, and what its goals are. In addition, highlight the team’s major accomplishments over the past year and the impact of that success on state government and the public.**

If selected, this statement will be used as part of the Governor’s Team Excellence Program press release.

**Limit 250 words**

Click here to enter text.

**Background**

**When did the team begin its work?**

Click here to enter text.

**What date did the team initiate the implementation phase of the project?**

Click here to enter text.

**Is the project fully implemented or ongoing?**

Click here to enter text.

**Provide any additional background information on the team or the organization that would be helpful to better understand the context of the team’s work.**

Click here to enter text.

**Team Operations Criteria**

1. **Establishing the Team**
   1. **Explain this team’s mission and why it was created. How did the agency identify this project as a priority and what data was used to support or prioritize the project?**
      1. Click here to enter text.
   2. **Explain how the team’s work supports the organization’s mission and goals. What were the project goals and intended benefits of the project (e.g., cost reduction, improved process, time saving, increased efficiency, etc.)? How did the goals align with agency or GEAR objectives?**
      1. Click here to enter text.
   3. **Explain how the work of the team exceeds regular duties and responsibilities.**
      1. Click here to enter text.
   4. **Identify the stakeholders impacted by the team’s work and how stakeholders and customers benefit from the project solution.**
      1. Click here to enter text.
2. **Identifying Needs**
   1. **Define the process being improved or the problem being solved.** 
      1. Click here to enter text.
   2. **Describe the process used to define the root causes and/or opportunities for improvement in the area the team was focused on.**
      1. Click here to enter text.
   3. **Explain the boundaries, assumptions, and anticipated risks associated with the project.**
      1. Click here to enter text.
   4. **Identify how the team’s progress was evaluated. What measures and key milestones were established to assess progress?** 
      1. Click here to enter text.
3. **Team Approach**
   1. **How were the team members selected? Describe what actions were taken to prepare the team to work together.**
      1. Click here to enter text.
   2. **Explain the team’s approach to solving problems and making decisions.**
      1. Click here to enter text.
   3. **Describe how the team collaborated and supported one another to accomplish their goals.**
      1. Click here to enter text.
   4. **Describe how internal and external stakeholders were identified and involved in the project. What stakeholder resistance was identified at the beginning of the project?**
      1. Click here to enter text.
4. **Implementing Solutions**
   1. **Describe the strategies/actions used to accomplish the team’s goals. What tools were used by the team? How was the team trained to use the tools? And what was the output from the tools?**
      1. Click here to enter text.
   2. **Who was the project sponsor/champion? Explain how leadership and management support was obtained to implement the strategies and action. What was the role of leadership in the project?**
      1. Click here to enter text.
   3. **Describe any obstacles or challenges the team faced and how they overcame them. How was any resistance identified at the beginning of the project overcome?**
      1. Click here to enter text.
   4. **Explain how the team used communication with each other and with customers and stakeholders to ensure their success. How did the team communicate with non-team stakeholders?** 
      1. Click here to enter text.

**Results Criteria**

1. **Identify and describe the outcomes/results of the project. Provide specific data on those outcomes or the benefits achieved. Are the results one-time benefits or recurring? If recurring, how will they be sustained?**

Click here to enter text.

1. **Describe any secondary or indirect benefits from the team’s work.**

Click here to enter text.

1. **Describe how the team promoted a culture of continuous improvement within their agency/division and beyond. Highlight how they plan to sustain and build upon the achievements of the current project and detail any ongoing continuous improvement practices within the team.**

Click here to enter text.

1. **Select the categories that describe the project solution obtained by the team:**

**Innovation –** Describe how the work on this project demonstrates the application of new ideas or methods to produce better results.

Click here to enter text.

**Best Practice** – Describe how the project represents the application of a method or technique that is accepted or prescribed as being the most efficient and effective in a particular business or industry.

Click here to enter text.

**Sustainable –** Describe how the results from the team’s efforts will continue for a significant amount of time to produce major savings (e.g., hard cost savings, reduced resource consumption, measurable quality improvement in delivery of services, etc.)

Click here to enter text.

**Scalable –** Describe how the solution developed by the team can be grown or expanded can be scaled within the current working context - i.e., it can be repeated, duplicated, or frequency of use increase to obtained greater outcome or impact.

Click here to enter text.

**Leverage –** Describe how the team’s knowledge and experience from their efforts can be used to achieve improvements in other working context, i.e., can be adopted by other organizations without modification or can easily be modified and applied to other similar and/or different areas of work.

Click here to enter text.

**Additional Sponsors, Supporters, and Partners**

Use the space below to identify any individuals or groups who played a critical role in helping this team achieve their success. ***Please note that they will not be eligible for formal recognition through the Governor’s Team Excellence Award program but could be included in any agency sponsored recognition of this team.***

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| --- | --- | --- |
| **Name** | **Agency/Organization** | **What role did they play for the team? (sponsor, support, partner, …)** |
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