Utah Department of

MANAGER OF THE YEAR AWARD
NOMINATION FORM
Effective: December 12, 2001

Name of Manager being nominated: _____
Division/Program: _____
Supervisor name and work phone number:_____
Name of Person making the Nomination: _____
Relationship to Nominee: _____
Division/Program: _____
Telephone Number: _____

Instructions for completing the form:
For each criteria, describe how the manager meets or exceeds the listed qualities or abilities. Please provide specific examples including outcomes. Submit a maximum of 10 (ten) pages including attachments.

For questions, call: **Daniel Engh at 297-4631**
Please submit the completed form to: **Ryan Loo at DHRM by March 22, 2002.**

CRITERIA:

Leadership: The manager displays and promotes team development, facilitates training and continuously improves work processes.
Sub-criteria: creates a vision, mission and goals for the unit; models leadership traits that empower others to exhibit leadership; facilitates continuous improvement; is consistent in communication and expectations of employees; encourages employee development.

Decision Making/Problem Solving: The manager displays and promotes good judgment and uses sound decision-making and problem-solving skills.
Sub-criteria: develops awareness of problems through open communication; uses decision-making and problem solving tools effectively; encourages decision making at the most effective/efficient level; makes decisions that are timely, reasonable, consistent, sound, effective and efficient; proactive in dealing with problems, accepts responsibility for decisions.

Customer Service: The manager is aware of the current and future needs of customers, has developed programs to meet the needs and procedures to measure success in meeting those needs, and promotes quality customer service among employees.
Sub-criteria: demonstrates good understanding of internal and external customer needs; has developed an effective customer feedback program; has developed a formal process for analyzing and using customer feedback to improve work processes; uses customer information for employee performance plans and review.

Communication: Uses effective communication skills to successfully influence organizational objectives such as creating a positive environment for overall communication and delivering information.

Sub-criteria: delivers messages and receives feedback effectively; evaluates and works to improve the communication process; develops and gives formal and informal presentations to groups; understands benefits of and barriers to effective communication; uses facilitation skills in meetings to encourage creativity, find alternative solutions and reach consensus.

Culture and Climate, Ethics and Diversity: Creates and maintains a positive work culture and climate; demonstrates a strong work ethic; understands the benefits and challenges of a diverse workforce.
Sub-criteria: creates change experiences for employees; develops team-oriented strategies for planned change; encourages internal customer participation to create work place norms that assure success; understands the ethical consequences of their management style; uses ethics in making decisions; encourages diversity in the unit=s workforce.

Human Resources/Risk Management: Understands the need for successful human resource management and the chief sources of risk or liability for the agency.
Sub-criteria: is effective in recruiting, selecting and staffing the unit; motivates individual and team performance through the effective use of performance planning and review, employee development and the use of reward systems; takes appropriate steps to address employee issues; understands the areas of liability and risk associated with the unit=s operations; develops and implements policy and procedures that pertain to the legal liability and risk of the unit; develops realistic interventions to problems related to risk identification; promotes awareness of the risk of legal liability among staff.

Thank you for taking the time to nominate this person for the
Department Manager of the Year Award. Individual nominations need to be submitted to their agency Human Resource office or HR representative. Please remember to submit Department nomination to **Ryan Loo at DHRM by March 22, 2002.**

This nomination form and guidelines can be obtained from DHRM website at http://www.dhrm.state.ut.us.

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