The Staff Performance Awards Program is designed to promote and reward outstanding performance by staff at the university. Read below to learn the details of the program and how to submit your nomination.

ELIGIBILITY AND AWARDS
Only full-time staff members can be nominated for the awards described below.

There are six awards:
» Maria Bueno Lifetime Achievement Award
» Collaboration Award
» Customer Support Award
» Diversity & Inclusion Award
» Innovation & Change Award
» Service to the AU Community Award

You may nominate an individual, group, or team, depending on the award.

Nominations may come from supervisors, subordinates, peers, faculty, and students. The Staff Performance Awards Program Project Team, a cross-functional team appointed by the president, provost, and vice presidents, reviews nominations and selects winners. An award may not be given in all categories if the nominations do not provide sufficient justification of meritorious performance.

AWARD WINNERS WILL RECEIVE
» An award certificate
» An invitation to a special luncheon
» A day off from work
» A monetary award (the monetary awards are considered taxable compensation to the recipient in accordance with the IRS code)
» A photograph with the university president and their division vice president

NOMINATION INSTRUCTIONS
To nominate a full-time staff member, please go to the myAU.american.edu portal, click Work@AU, then select HR: Staff Awards Nomination. Complete the form in its entirety, then click submit. Forms must be submitted by March 1, 2017.

FOR MORE INFORMATION
For more information on the program, click on the award tabs to the right of the pictures, or contact staffperformanceawards@american.edu or visit www.american.edu/universityawards.
The Staff Performance Awards Program is designed to promote and reward outstanding performance by staff at the university. Read below to learn the details of the program and how to submit your nomination.

**MARIA BUENO LIFETIME ACHIEVEMENT AWARD ELIGIBILITY**

Only full-time staff members can be nominated for the Maria Bueno Lifetime Achievement Award. Nominations may come from supervisors, subordinates, peers, faculty, and students. The Staff Performance Awards Program Project Team, a cross-functional team appointed by the president, provost, and vice presidents, reviews nominations and selects winners. The Maria Bueno Lifetime Achievement Award may not be given if the nominations do not provide sufficient justification of meritorious performance.

**AWARD WINNERS WILL RECEIVE**

- An award certificate
- An invitation to a special luncheon
- A day off from work
- A $1,000 monetary award (the monetary award is considered taxable compensation to the recipient in accordance with the IRS code)
- A photograph with the university president and their division vice president

**NOMINATION INSTRUCTIONS**

To nominate a full-time staff member, please go to the myAU.american.edu portal, click Work@AU, then select HR: Staff Awards Nomination. Complete the form in its entirety, then click submit. Forms must be submitted by March 1, 2017.

**FOR MORE INFORMATION**

For more information on the program, click on the award tabs to the right of the pictures, or contact staffperformanceawards@american.edu or visit www.american.edu/universityawards.

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**MARIA BUENO LIFETIME ACHIEVEMENT AWARD**

In 2015, American University introduced the Maria Bueno Lifetime Achievement Award as part of its annual Staff Performance Awards Program. Maria Bueno, the award’s namesake, served AU for 45 years and is recognized for her exemplary service and dedication to the advancement of the university. This award serves as both a legacy of her achievements and as an inspiration to others who work diligently behind the scenes to make the university thrive.

The Maria Bueno Lifetime Achievement Award will be presented to long-serving staff members who have dedicated the majority of their professional career to providing exemplary support or service to the AU community. Awardees will be individuals who are not in a senior staff position, but who provide, or have provided, direct support or service in an administrative, front line, or service position. Often these vital individuals, while praised for their performance, are in positions that afford little official recognition or visibility, yet are dedicated, loyal, conscientious, and trustworthy over the span of many years and whose contributions have exceeded their formal title and stated duties.

**CRITERIA**

- The individual currently is in an administrative support, front line, or service position (non-senior staff) and has been in similar staff positions for 25 or more years at AU
- The individual has provided outstanding service to his/her supervisors and the broader AU community for many years

A letter of nomination is required from a member of the university community and at least two additional supporting letters, one from a current or former supervisor. The nomination and supporting letters must attest to the quality of the awardee’s performance over many years and provide examples of how the awardee has exceeded the expectations of his/her specific job duties.
The Staff Performance Awards Program is designed to promote and reward outstanding performance by staff at the university. Read below to learn the details of the program and how to submit your nomination.

COLLABORATION AWARD ELIGIBILITY

Only full-time staff members can be nominated for the Collaboration Award. You may nominate an individual, group, or team. Nominations may come from supervisors, subordinates, peers, faculty, and students. The Staff Performance Awards Program Project Team, a cross-functional team appointed by the president, provost, and vice presidents, reviews nominations and selects winners. An award may not be given if the nominations do not provide sufficient justification of meritorious performance.

AWARD WINNERS WILL RECEIVE

» An award certificate
» An invitation to a special luncheon
» A day off from work
» A $750 monetary award, not to exceed $5,000 for a group award (the monetary awards are considered taxable compensation to the recipient in accordance with the IRS code)
» A photograph with the university president and their division vice president

NOMINATION INSTRUCTIONS

To nominate a full-time staff member, please go to the myAU.american.edu portal, click Work@AU, then select HR: Staff Awards Nomination. Complete the form in its entirety, then click submit. Forms must be submitted by March 1, 2017.

FOR MORE INFORMATION

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COLLABORATION AWARD

This award is given to a staff member or group who contributed to team performance by providing encouragement and support, helping others overcome obstacles, and accomplishing goals successfully; was an honest and dependable team player who contributed to collaboration and consensual decision making and showed empathy and respect for others, and who built and maintained good working relationships.

CRITERIA

Demonstrated a combination of the following:

» Adjusted his/her work approach to accommodate needs and preferences of others; considered how his/her actions would affect others; listened and acted on suggestions made by others

» Looked for ways to help his/her coworkers; responded positively to requests for assistance; shared information and ideas to help others achieve their goals

» Showed appreciation towards other people in the organization; thanked people for their contributions; welcomed new members to the organization

» Volunteered to assist with group activities and needs; looked for ways to contribute to the team

» Participated actively in team meetings and activities; involved others in decisions and projects; leveraged the skills and interests of coworkers to achieve goals and solve problems

» Encouraged people to think of themselves as a team; talked about projects and goals in terms of group accomplishments and efforts; focused on shared interests and goals

» Showed enthusiasm towards being a member of the group; conveyed respect and appreciation towards the talents and contributions of fellow team members; took pride in being part of the team

» Supported team decisions; supported projects; actively contributed time and effort to help the team achieve its shared goals
2017 STAFF PERFORMANCE AWARDS PROGRAM

The Staff Performance Awards Program is designed to promote and reward outstanding performance by staff at the university. Read below to learn the details of the program and how to submit your nomination.

CUSTOMER SUPPORT AWARD ELIGIBILITY

Only full-time staff members can be nominated for the Customer Support Award. You may nominate an individual, group, or team.

Nominations may come from supervisors, subordinates, peers, faculty, and students. The Staff Performance Awards Program Project Team, a cross-functional team appointed by the president, provost, and vice presidents, reviews nominations and selects winners. An award may not be given if the nominations do not provide sufficient justification of meritorious performance.

AWARD WINNERS WILL RECEIVE

» An award certificate
» An invitation to a special luncheon
» A day off from work
» A $750 monetary award, not to exceed $5,000 for a group award (the monetary awards are considered taxable compensation to the recipient in accordance with the IRS code)
» A photograph with the university president and their division vice president

NOMINATION INSTRUCTIONS

To nominate a full-time staff member, please go to the myAU.american.edu portal, click Work@AU, then select HR: Staff Awards Nomination. Complete the form in its entirety, then click submit. Forms must be submitted by March 1, 2017.

FOR MORE INFORMATION

For more information on the program, click on the award tabs to the right of the pictures, or contact staffperformanceawards@american.edu or visit www.american.edu/universityawards.

CUSTOMER SUPPORT AWARD

This award is given to a staff member or group who provided timely and professional service to internal and external customers (students, faculty, staff, and other constituents); was responsive to customer needs and requests; was courteous and considered the needs of the customer when making decisions.

CRITERIA

Demonstrated a combination of the following:

» Built strong relationships with customers; reached out proactively to learn about customer goals and interests; stayed aware of customer needs, concerns, and satisfaction

» Managed customer expectations effectively; did not promise things that he/she could not deliver

» Resolved customer concerns in a calm, positive, and sensitive manner; made customers feel valued and appreciated

» Responded promptly to customer questions and requests; took responsibility for meeting customer needs

» Actively gathered and monitored information on customer satisfaction; informed people regarding customer service levels and trends related to customer satisfaction

» Defended customer interests and goals; acted as an advocate for the customer during internal conversations within the organization

» Encouraged people to think about customers when making decisions; reminded people that customer service is everyone’s responsibility

» Placed high priority on customer needs and concerns; called attention to issues that affect customer satisfaction; viewed issues from the perspective of customers
2017 STAFF PERFORMANCE AWARDS PROGRAM

The Staff Performance Awards Program is designed to promote and reward outstanding performance by staff at the university. Read below to learn the details of the program and how to submit your nomination.

DIVERSITY & INCLUSION AWARD ELIGIBILITY

Only full-time staff members can be nominated for the Diversity & Inclusion Award. You may nominate an individual, group, or team.

Nominations may come from supervisors, subordinates, peers, faculty, and students. The Staff Performance Awards Program Project Team, a cross-functional team appointed by the president, provost, and vice presidents, reviews nominations and selects winners. An award may not be given if the nominations do not provide sufficient justification of meritorious performance.

AWARD WINNERS WILL RECEIVE

» An award certificate
» An invitation to a special luncheon
» A day off from work
» A $750 monetary award, not to exceed $5,000 for a group award (the monetary awards are considered taxable compensation to the recipient in accordance with the IRS code)
» A photograph with the university president and their division vice president

NOMINATION INSTRUCTIONS

To nominate a full-time staff member, please go to the myAU.american.edu portal, click Work@AU, then select HR: Staff Awards Nomination. Complete the form in its entirety, then click submit. Forms must be submitted by March 1, 2017.

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DIVERSITY & INCLUSION AWARD

This award is given to a staff member or group who worked well with people of diverse personalities, learning styles, and life experiences, as well as group or social differences including race, ethnicity, class, gender, sexual orientation, socio-economic, country of origin, cultural, political, religious, or other affiliations. The recipient(s) sought out, valued, and utilized the knowledge and experiences of the diverse community.

CRITERIA

Demonstrated a combination of the following:

» Called attention to comments, behaviors, or practices that may be perceived as unfair, biased, or critical towards people with different backgrounds and beliefs; did not tolerate practices that promote biases or stereotyping
» Encouraged and promoted practices that support diversity; reviewed policies and practices to make sure they do not affect people adversely from different demographic or cultural groups
» Enjoyed working with people who come from different backgrounds; showed appreciation for the values and histories of other people; strived to learn from people whose backgrounds and experiences are different from his/her own
» Sensitive to cultural differences and beliefs; showed respect for the beliefs and traditions of others; avoided doing or saying things that might offend others
The Staff Performance Awards Program is designed to promote and reward outstanding performance by staff at the university. Read below to learn the details of the program and how to submit your nomination.

INNOVATION & CHANGE AWARD ELIGIBILITY

Only full-time staff members can be nominated for the Innovation and Change Award. You may nominate an individual, group, or team. Nominations may come from supervisors, subordinates, peers, faculty, and students. The Staff Performance Awards Program Project Team, a cross-functional team appointed by the president, provost, and vice presidents, reviews nominations and selects winners. An award may not be given if the nominations do not provide sufficient justification of meritorious performance.

AWARD WINNERS WILL RECEIVE

- An award certificate
- An invitation to a special luncheon
- A day off from work
- A $750 monetary award, not to exceed $5,000 for a group award (the monetary awards are considered taxable compensation to the recipient in accordance with the IRS code)
- A photograph with the university president and their division vice president

NOMINATION INSTRUCTIONS

To nominate a full-time staff member, please go to the myAU.american.edu portal, click Work@AU, then select HR: Staff Awards Nomination. Complete the form in its entirety, then click submit. Forms must be submitted by March 1, 2017.

FOR MORE INFORMATION

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INNOVATION & CHANGE AWARD

This award is given to a staff member or group who used creativity appropriately to develop new or improved processes, methods, systems, products, or services and encouraged others to do the same. This award is given to those who made innovation a priority among team members and encouraged reasonable and calculated risk taking and, as a result, improved the university’s functioning and made AU a better place to live and work.

CRITERIA

*Demonstrated a combination of the following:*

- Considered situations and problems from novel and diverse perspectives; addressed challenges in an innovative manner
- Developed imaginative ideas to drive the organization forward; came up with creative, new ways of doing things
- Produced a wide range of suggestions when presented with a problem or challenge
- Questioned existing assumptions and beliefs; encouraged people to think of alternative ways of doing things
- Clearly defined requirements and resources needed to implement new ideas; approached innovation with a practical, task-oriented mindset
- Considered constraints that limited innovation; worked within constraints to create novel approaches; found ways to make the most out of existing resources; separated critical requirements from nice-to-haves to create workable solutions
- Converted ideas from general concepts into action plans; moved swiftly from ideas to implementation
- Viewed ideas and suggestions from a pragmatic, user-oriented perspective; effectively determined if ideas would work in operation
2017 STAFF PERFORMANCE AWARDS PROGRAM

The Staff Performance Awards Program is designed to promote and reward outstanding performance by staff at the university. Read below to learn the details of the program and how to submit your nomination.

SERVICE TO THE AU COMMUNITY AWARD ELIGIBILITY

Only full-time staff members can be nominated for the Service to the AU Community Award. You may nominate an individual, group, or team.

Nominations may come from supervisors, subordinates, peers, faculty, and students. The Staff Performance Awards Program Project Team, a cross-functional team appointed by the president, provost, and vice presidents, reviews nominations and selects winners. An award may not be given if the nominations do not provide sufficient justification of meritorious performance.

AWARD WINNERS WILL RECEIVE

» An award certificate
» An invitation to a special luncheon
» A day off from work
» A $750 monetary award, not to exceed $5,000 for a group award (the monetary awards are considered taxable compensation to the recipient in accordance with the IRS code)
» A photograph with the university president and their division vice president

NOMINATION INSTRUCTIONS

To nominate a full-time staff member, please go to the myAU.american.edu portal, click Work@AU, then select HR: Staff Awards Nomination. Complete the form in its entirety, then click submit. Forms must be submitted by March 1, 2017.

FOR MORE INFORMATION

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