

**Office of Human Resources (OHR)
Department of Management Strategy, Policy and Compliance
(DMSPC)**

**Compendium of Good
Recognition and Rewards practices
in the UN Secretariat**

2023

INTRODUCTION



- This compendium features examples of good practices in the area of recognition and rewards from entities, teams and individuals across the Secretariat.
- It is a living document meant to serve as a practical resource to inform and assist anyone in our Organization who wishes to engage in recognition and rewards further: heads of departments or entities, managers / First Reporting Officers, engagement focal points, employee resource group coordinators, human resources business partners, staff representatives or any one of us willing to celebrate a colleague or a group.
- The compendium supplements the *Recognition and Rewards Framework* and the *Recognition Guidance for Leaders, Managers and all Staff* and builds upon the *Career Satisfaction Framework*.

LET US DIVE IN!



Annual Awards

Secretary-General Awards (DMSPC)

Every year the **Secretary-General Awards** honour and recognize significant performance of UN Secretariat personnel who go above and beyond the call of duty in the discharge of their duties or initiate and implement projects with great impact and innovative potential. There are awards for individuals or teams.

Around 2,000 nominations are received annually and they are evaluated by an independent committee. The [2022 edition](#) of the annual awards covers four categories:

- Collegiality
- Innovation
- Multilingualism and
- Workforce diversity.



Office for the Coordination of Humanitarian Affairs (OCHA)



OCHA Awards of Excellence were launched in 2018 to celebrate exceptional efforts, commitment and achievements of colleagues who have made major contributions to OCHA's mandate and strategic priorities. The initiative also aims to raise awareness of positive role models and best practices within OCHA. Its awards honor OCHA personnel and teams for outstanding performance and results, with priority given to staff in junior positions in country and regional offices.

The categories are as follows:

- OCHA Employee of the Year Award, honouring a staff member for exceptional contribution to results.
- OCHA Team of the Year Award, honouring a team for exceptional contributions.
- OCHA Colleague of the Year Award, honouring an individual for contributing to an organizational culture that promotes diversity and inclusion.
- OCHA Manager of the Year Award to acknowledge excellence in people management.

Department of Safety and Security (UNDSS)

UNDSS has a Recognition Programme to address the uniqueness of this Department and its work. It recognizes and presents gratitude to UN staff members and field mission security personnel reporting to or working with UNDSS.

It includes centrally administered awards for:

- Bravery • Meritorious Service • Excellence
- Innovation • Gender Champion and • the Gender Equality and Inclusivity Challenge (a special category administered by the Gender Coordination Team).



United Nations Environment Programme (UNEP)



The United Nations Environment Programme recently celebrated innovation, teamwork and impact in its second edition of the annual **Kipepeo Awards** in 2022 (Kipepeo is the word for butterfly in Kiswahili). Over 50 projects were submitted across the three categories:

- Innovation - centred around work to improve delivery of programmes or services through implementing unique and new solutions.
- Environmental Impact - seeking transformational change delivery for people and planet.
- Collaborative teams - for exceptional teamwork dynamics, working collaboratively and convergently to achieve organizational goals, soliciting inputs, genuinely valuing others' ideas and expertise.

More information and the 2022 winners can be found [here](#).

Department of Political and Peacebuilding Affairs and Department of Peace Operations (DPPA-DPO)

In 2022 DPPA-DPO launched the first annual United Nations **Trailblazer Award for Women Justice and Corrections Officers** to showcase ten incredible women justice and correction officers, who – as government-provided personnel - have broken gender barriers in difficult and dangerous contexts and proven their irreplaceable contribution for creating more sustainable solutions for peace operations around the globe.

Téné Maïmouna Zoungrana of Burkina Faso, pictured right, received the first award. She serves with the United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic (MINUSCA) and is the creator of a women-only rapid intervention team who leads riot control activities inside the Central African Republic's biggest all male high-security prison.



United Nations Mission in Kosovo (UNMIK)



Every year, on International Women’s Day, **UNMIK Gender Awards** are given to acknowledge mission staff who have made extraordinary strides toward promoting gender equality and the empowerment of women, in line with UNMIK’s mandate.

LET'S GO BROADER!



Other recognition initiatives

Thank you cards - Regional Service Centre in Entebbe (RSCE)

During **Client Service Week** RSCE promotes **sending and receiving “thank you cards”** by peers and managers from and to anyone within the entity. People may receive three or more cards with unique messages from their Second Reporting Officer, First Reporting Officer or peers specifying the exemplary client-orientation behaviour they are being recognized for.



Long-Service Awards at various entities



Many entities across the Secretariat – **UNON, UNEP, UNMISS** among others - recognize their people with a **Long-Service Award**, often in collaboration with staff representative bodies. This includes a public ceremony and certificates to colleagues who have reached 10, 15, 20, 25, 30, or 35 years of service or who are retiring.

Welcome emails - Office for Disaster Risk Reduction (UNDRR)



UNDRR starts recognition from **Day 1!**

Upon joining UNDRR staff and non-staff are publicly welcomed by their First Reporting Officer via an all-staff email featuring highlights of the person's professional credentials and personal attributes.

Newsletter recognition – Department of Management, Strategy, Policy and Compliance



The Department of Management Strategy, Policy and Compliance has a “**News and Views Award for Client Orientation**” in its newsletter. A 2022 issue featured the first winner – Zachary Ikiara, pictured at left.

Newsletter recognition - Office of the High Commissioner for Human Rights



The Office of the High Commissioner for Human Rights makes space in the form of “**Grains of gratitude**” corner in its newsletter to recognize and celebrate significant achievements or behaviours of colleagues.

Profiles of staff - Department of Safety and Security (DSS)

"5 questions in 5 minutes"

A DSS iSeek articles series that recognizes DSS staff.

Colleagues from various levels and duty stations are featured and they share their inspiring stories of overcoming challenges, working in hardship duty stations and their passion for the Organization.



Profiles of staff – Office for the Coordination of Humanitarian Affairs (OCHA)

Humanitarians without Borders is an OCHA communications campaign that celebrates national staff and their contributions.

It features iSeek articles that profile national officers who have completed surge missions or transitioned to international careers. They recognize the talents and dedication of these staff and showcase to all staff the benefits of moving around the Organization.



Social media campaign - Office of Information and Communications Technology (OICT)



The Office of Information and Communications Technology (OICT) has launched a social media campaign to highlight the vital role women of working in technology across the United Nations Secretariat.

Throughout 2023, the OICT Twitter ([@UN_OICT](https://twitter.com/UN_OICT)) and Facebook ([UnitedNationsUnite](https://www.facebook.com/UnitedNationsUnite)) accounts will be used to feature women in tech by showcasing their professional journeys, achievements and contributions.

The gallery will also be available on [OICT's public website](#).

Awake at Night podcast - Department of Global Communications (DGC)

AWAKE AT NIGHT

a podcast with Melissa Fleming



Melissa Fleming, the Under-Secretary-General for Global Communications is the host of this award-winning podcast.

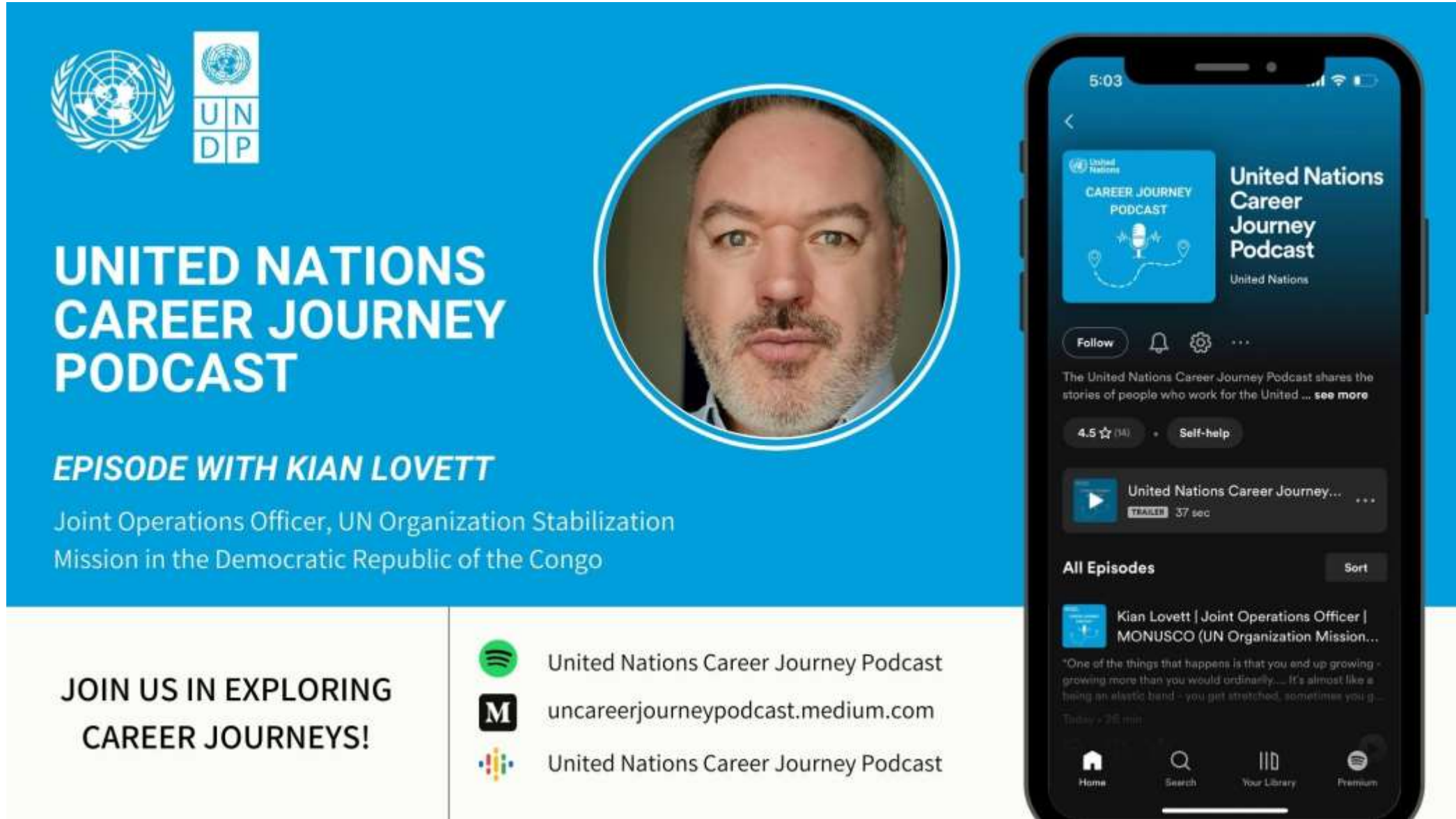
She interviews colleagues, including senior leaders, working on the frontlines of the world's most pressing crises. They share their experiences and what it takes to serve the United Nations in some of the world's most difficult and dangerous locations.

UN Career Journey Podcast (DMSPC & UNDP)

The [United Nations Career Journey Podcast](#) is a collaboration of the UN Secretariat - DMPSC and the UN Development Programme to showcase careers stories of our colleagues.

Professionals of all levels share what they do each day to create a more sustainable, peaceful and just world.

They also share what keeps them motivated and how they keep learning and developing on the job.



AND THE AWARD GOES TO ... OUR TEAMS!



Creative Ways to Celebrate in the Flow of Work*

* This section of the Compendium features a selection of good practices shared by colleagues in the Recognition and Rewards workforce survey administered in November 2022 that yielded 2,572 responses.

Recognizing creatively

“We do **shout-outs at weekly team meetings**: these are important for peer recognition and manager’s acknowledgement.”

“My director is good at including **highlights and milestones at the end of monthly meetings.**”

“My first reporting officer would always brief the second reporting officer on individuals’ achievements and people would get a **personal appreciation email from the SRO.**”

“We have weekly divisional meetings (50+ staff) at which recognition for achievements and milestones are always remembered. We celebrate major (and minor) work milestones. We also **celebrate birthdays on MS Teams group chat, and regularly mark life events** (births, marriages, deaths of family members) of all the colleagues in the division. We thank and give recognition to each other on a daily basis whenever good work or good attitudes are seen.”

“I recently passed a work-related exam and **my FRO rallied the team to celebrate the achievement with a cake.....**I felt so honoured and motivated.....”



Recognizing creatively (continued)



“Una de las mejores prácticas es la desarrollada por el Jefe Nacional, de felicitar a los trabajadores sin importar el rango, cuando se **lleva a cabo un buen trabajo, aportan una mejor estrategia o presentan alternativas de acción.**”

“Annually, the PSA issues **written commendation memos** to individuals and teams that have excelled in that year.”

“My section always conducts a **get-together party (lunch out) at least once a year with family members** to appreciate every team member (Employee Appreciation Day) for the job well done before breaking for December’s festivities.”

“Every now and then, **names of individuals or teams are displayed on the elevator screen** together with their accomplishments.”

Recognizing creatively (continued)

“We meet every month and our leader set up the practice of **each one of us having a turn to chair the monthly meeting in our service**. We are given the opportunity to lead the meeting but also encouraged to share something about ourselves. This has led to many interesting insights and conversations and we feel we know each other better than before, each time. I think this has been a successful initiative.”

“Au sein de notre section et au niveau du bureau, lorsqu'un bon travail a été abattu par un staff ou une équipe, le **chef d'unité ou de bureau félicite directement la personne ou l'équipe** au cours d'une réunion de coordination et appelle les autres tirer exemple du collègue.”

“We very often use the **"Praise" button on MS Teams**. Welcomes and farewells are a tradition, as well as are farewell cards.”



Recognizing creatively (continued)



“My boss **plays the guitar and sings a song** when **interns / consultants finish** their internships / assignments and we all say a few farewell words. This special moment is recorded on camera and the video is shared with the departing colleague.”

“My manager is very good at giving credit to team members for their work both within the team and to those outside the team. This practice is **ongoing and consistent, and for me, much more gratifying** than any formal recognition or award process.”

“**Nothing special: the entire team is very good at celebrating success**, saying thank you and recognizing each other in a genuine manner. It is very much naturally embedded into the office culture as a daily practice, just like saying good morning.”

Thank you, Merci, Gracias,
Спасибо, 谢谢, شكرا لكم
