

Northeastern University

Human Resources Management

As part of the University-wide Honors Convocation on April 18, 2013, Northeastern will once again recognize staff members through awards for the outstanding contributions they have made in support of the University's mission and values. This is a wonderful opportunity to bring the Northeastern community together to applaud our collective accomplishments.

This year, in addition to the **Outstanding Service Award** and the **Innovation Award**, there will be an **Outstanding Teamwork Award**. This new award will recognize the efforts and accomplishments of a team that demonstrates and models for the University an extraordinary ability to work together. All awards honor members of the staff whose achievements promote institutional excellence.

Outstanding Service Award: Individuals nominated for the **Outstanding Service Award** will have established a history of exceptional performance in advancing the student, staff and/or faculty experience. This award is focused on the staff member who provides outstanding service each day and in a variety of ways to students, faculty, staff and all other University constituencies. This award recognizes those individuals personifying the Northeastern ambassador who anticipates the needs of those they interact with, who are exceptionally positive in their interactions and find a solution to the most complex and thorny problems. It also can recognize the behind the scenes unsung hero whom everyone relies on to provide outstanding service—the go to person whom everyone turns to, the staff member who makes everything work. Their contributions should be measurable and sustained. Examples include:

- Recognition for ambassadorial success—those who have made themselves highly knowledgeable about a myriad of questions and issues—the staff member who has positive interactions with all and goes above and beyond expectations each day to serve the community;
- Recognition for dedication to make things work—exemplify the “go to” person who often provides support to other staff so that they can provide ambassadorial service to students, faculty and/or staff.

Innovation Award: The **Innovation Award** is a **team** award for staff whose achievements promote institutional excellence. Contributions may take many forms and include a significant role in the implementation and effective delivery of a highly innovative idea.

Teams who are nominated for the **Innovation Award** will have made a significant contribution or a series of contributions to advance one or more of the themes outlined in the Academic Plan or the University's Keys to Success. Examples of innovative contributions might include:

- Assumed a significant role in the development, implementation, and/or ongoing effectiveness of a collaboration between Northeastern and the larger community for the

mutual exchange of knowledge and resources in a context of partnership and reciprocity;

- Assumed a significant role in the development, implementation, and/or ongoing effectiveness of a collaborative organizational change or restructuring that markedly increase the efficiency and effectiveness of the unit and served as a model for other units in the university;
- Undertook a significant role in the development, implementation, and/or ongoing effectiveness of streamlined processes and technological innovations which resulted in more efficient operations for students, staff or faculty and cost savings;
- Undertook a significant role in the development, implementation, and/or ongoing effectiveness of initiatives or activities that have significantly improved the experience of Northeastern students, faculty, and/or staff.

Outstanding Teamwork Award: Teams nominated for the **Outstanding Teamwork Award** will have demonstrated an exemplary ability to work together in a collaborative and cross-functional manner which enabled—or continues to enable—Northeastern to achieve excellence. Examples of outstanding teamwork might include:

- An ongoing collaborative effort undertaken by a high functioning team that consistently provides Northeastern with a service and/or product that reinforces or strengthens the University's position as a leader in worldwide experiential learning, urban engagement, and interdisciplinary research that meets global and societal needs
- A team or task force convened to achieve a specific goal or undertake a complex task that fulfills its mission while demonstrating extraordinary teamwork and collaborative efforts across a wide-range of constituents within and/or external to Northeastern.

Summary of the Nomination and Selection Process

- Nominees for awards must be full-time benefits eligible staff employees
- Nominators can be any full-time benefits eligible faculty or staff member
- For detailed information about the nomination process [click here](#) or visit HRM's website
- The deadline for nominations is **Wednesday, February 20, 2013** and should be submitted electronically to Kate Baker-Carr, Manager of Communications, k.bakercarr@neu.edu
- Questions about the nomination process may be directed to Kate Baker-Carr, Manager of Communications, ext. 2112 or k.bakercarr@neu.edu
- A selection committee will review the nominations and make recommendations to the Senior Leadership Team who will determine the final awards