



正向員工服務獎

2018 / 2019

POSITIVE WORKPLACE
SERVICE AWARD

AWARD LEAFLET

PREAMBLE

The 'Positive Workplace Service Award' (the PWS Award), sponsored by the Committee on Positive Workplace and Staff Development (the PWSD Committee), first launched in the year 2016/2017. The Award aims to enable staff recognition not only for the exemplary work outcome but also the individual behaviour and team practices that can **demonstrate waves of positive energy, cultivate and promote a positive workplace culture** in the University. It covers both teaching and non-teaching staff, those working in the front-line and the back offices.

The PWSD Committee now invites nominations for the PWS Award (2018/2019) and decides to establish an additional category of award this year, namely the 'Positive Leadership Award', to recognize individuals with positive leadership behaviours as well. Please click [here](#) to hear the stories from the individuals/teams obtaining the inaugural PWS Award (2016/2017) posted at the webpage of the Human Resources Office (<https://www.hro.cuhk.edu.hk/pwsa201819>).

OBJECTIVES

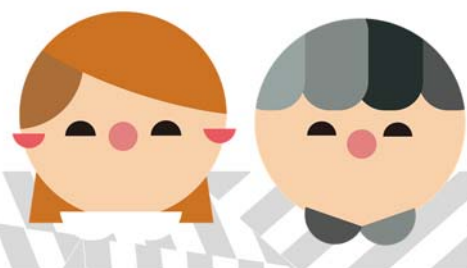
- To show recognition to individual staff members and work teams that radiate positive energy in the workplace
- To identify individual attributes/behaviour (e.g. positive communication, teamwork relationship, mutual trust and respect, safety at work, continuous learning and positive leadership, etc.) and team practices that are conducive to nurturing a positive work culture and atmosphere
- To share and promote such positive individual behaviour and team practices in the CUHK workplaces, and encourage the continuation of good practice

ELIGIBILITY

- All serving full-time appointees (teaching and non-teaching) on an individual or work team basis
- A work team should be comprised of **two or more serving full-time appointees** who work in the same department/unit or who work on a specific project as an inter-departmental work team

NOMINATION

- Nomination can be made from CUHK students and staff members. Self-nomination is applicable to the Team Award only but not the Individual Award
- Nomination Form can be obtained from the Human Resources Office (HRO) and its soft copy is available at the webpage of HRO (<https://www.hro.cuhk.edu.hk/pwsa201819>)



NUMBER OF AWARDS AND PRIZES

- A maximum of **10 Positive Workplace Service Awards** will be presented
- Individual Award: A trophy, a certificate and an award of HK\$5,000
- Team Award: A trophy, a certificate and an award of HK\$10,000 (for the whole team)
- 'Positive Leadership Award': Candidates for the Individual Award demonstrating the attributes of positive leaders may be recommended by the Central Selection Panel for this new award as well

ASSESSMENT PROCESS

- The PWSD Secretariat will seek endorsement of the Head of Department/Unit or Supervising Officer(s) concerned before acceptance of a nomination
- The Chairman of the PWSD Committee will appoint a Central Selection Panel (the Panel) to review all nominations according to the assessment criteria set out in the Attachment
- Nominees for the Individual Award or representatives of the work teams may be invited for a meeting with the Panel where necessary

PROCEDURE AND SCHEDULE

- Open for Nomination --- September 2018
- Closing date for Nomination --- October 31, 2018 (Wednesday)
- Assessment by the Central Selection Panel --- November/December 2018
- Confirmation of List of Awardees --- Early 2019
- Award Presentation Ceremony --- Mid-2019

SUBMISSION OF NOMINATION

- Completed Nomination Form and supporting documents shall be submitted to the PWSD Secretariat by **October 31, 2018** through one of the following channels:

Mail: PWSD Secretariat (attn.: Ms. Angel Leung),
Human Resources Office,
4/F, Mong Man Wai Building,
The Chinese University of Hong Kong

Email: hro-staff.dev@cuhk.edu.hk

Fax: 3942 0954

ENQUIRIES

- For enquiries, please contact Ms. Angel Leung, Human Resources Manager at 3943 8611, Mr. Daniel Chow, Training Manager at 3943 8607 or Ms. Katrina Chu, Human Resources Officer at 3943 1987

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目標一致，歡笑體現！期待你的提名！
LOOKING FORWARD TO YOUR NOMINATION!





ASSESSMENT CRITERIA

Building on the core values of a positive workplace at the University, namely positive communication, teamwork relationship, mutual trust & respect, safety at work and continuous learning, as well as the attributes of positive leadership, the following assessment criteria will be adopted by the Central Selection Panel to review the nominations for the Positive Workplace Service Award and the Positive Leadership Award:

Traits/Areas for Appreciation [Weight]	Examples of Indicators*
i) Positive Manners and Attitude in the Workplace [40%]	<ul style="list-style-type: none">◆ Positive Communication: willing to listen to others' opinions; empathize with others; think from different perspectives◆ Teamwork Relationship: polite; develop collaborative and supportive relation; willing to undertake job responsibilities◆ Mutual Trust and Respect: thankful; take up different roles of the team whenever necessary; enjoy others' respect and respect others◆ Safety at Work: show care and concern; comply with safety guidelines strictly◆ Positive Leadership: To adopt an affirmative orientation with values that bring people together; focus on human potentials by giving support, encouragement and coaching to the work team
ii) Continuous Learning [20%]	<ul style="list-style-type: none">◆ Have good understanding of rules, policies and procedures related to the job/workplace◆ Keen on improving job knowledge and skills in response to changing needs and new developments◆ Share new learnings and best practices among peers, the work teams or even across the departments
iii) Positive Impact and Contribution to the Department and/or the University [20%]	<ul style="list-style-type: none">◆ Size/category of people benefit from the relevant good practice/act and the significance of its impact◆ Improve operating efficiency and/or induce resource savings◆ Enhance the image and goodwill of the department and/or the University◆ Boost the team's morale and lighten the positive work atmosphere
iv) Evidence of Positive Feedback and Outcome [20%]	<ul style="list-style-type: none">◆ Details of incidents/examples that can most illustrate the positive qualities of and contribution made by the individual or team◆ Evidence of affirmative comments from clients or other stakeholders on the individual or team's positive attributes and behaviours (e.g. letter of commendations, compliment notes)

*Examples on the above positive attributes are available at the [video sharing](https://www.hro.cuhk.edu.hk/pwsa201819) of the awardees of the inaugural Positive Workplace Service Award (2016/2017) at the Human Resources Office's webpage: <https://www.hro.cuhk.edu.hk/pwsa201819>

