

## State of Michigan Recognition Coin Program



The symbols of Excellence, Leadership, Teamwork, and Customer Service are designed to recognize state employees who go above and beyond normal expectations in the spirit of reinvention. Nominations for deserving employees should be sent to area leadership for their endorsement and to request a coin for presentation.

### **Symbol of Customer Service**

The symbol of Customer Service recognizes individuals who:

- Perform as promised – deliver based on the needs of the customer.
- Make the customer experience enjoyable - exceed expectations of the customer.
- Are transparent and fun – enjoys their job.

## **Symbol of Leadership**

The symbol of Leadership recognizes employees who:

- Show enthusiasm – a "can do" and "will do" attitude.
- Display courage – expressing viewpoints constructively.
- Demonstrate focus – addressing and solving critical issues.
- Take on duties with pride – a commitment to Michigan in word and deed.

## **Symbol of Excellence**

The symbol of Excellence recognizes employees who:

- Have a clear vision – believing in the State of Michigan's vision, goals and culture.
- Exhibit integrity – always do what is right.
- Believe in measures – results through measures that matter.
- Are reliable and accountable – acting decisively, delivering on commitments.

## **Symbol of Teamwork**

The symbol of Teamwork recognizes employees who:

- Are striving for results – valuing team results and sharing credit.
- Work in collaboration – respecting and engaging colleagues.
- Display loyalty to others – supporting decisions and those who make them.
- Value camaraderie – having fun together, reinventing our state.