

# MRCI Promises in Action

To: \_\_\_\_\_

From: \_\_\_\_\_ Date: \_\_\_\_\_

☐ Respect

☐ Quality Service

☐ Positive & Helpful

☐ Integrity & Honesty

☐ Communication

☐ Teamwork

☐ Confidentiality

☐ Innovation

☐ Performance

☐ The Journey

Here's how I know you kept it:

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Thank You for Keeping Our Promise!

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## **Promises in Action**

### **An MRCI Peer Recognition Program**

Appreciation can make a day - even change a life. Your willingness to put it into words is all that is necessary. ~Margaret Cousins

Human Resources is pleased to announce the *Promises in Action* Recognition Program. Discussion among MRCI staff, feedback from yearly evals, and information received during exit interviews indicates that recognition and appreciation are among the most important factors employees value in their jobs. The importance of recognition and appreciation is also well documented in research. *Promises in Action* provides a way for every staff member to acknowledge and show appreciation to fellow co-workers for their commitment made to keeping our Team Promises.

Here's how *Promises in Action* works:

1. Be on the lookout for MRCI staff upholding our Team Promises.
2. When you see one of our Promises in Action, grab a recognition form! They can be downloaded from InfoSource (Human Resources> Team Promises> Promises in Action) or found at the front desk of all MRCI locations. Remember, you can recognize ANY staff who you see keeping one of our promises. They can be from a different team, department or location.
3. Fill out the form. Choose which promise you recognized. Then, use the blank section of the form to let the person know what you saw/heard/experienced that let you know they were keeping the promise. Tell them what the impact of keeping this promise was, why it was important or how it made you feel. Providing specific information to the person you are recognizing will be much more valuable than simply saying "well done"!
4. Once the form is complete, scan or make a photo copy of it. Deliver or route the original to the person who you are recognizing. Route the copy or scan to Rhiannon Johnston in Human Resources.

The goal is to achieve 100% participation in this recognition program. That means that everyone has given recognition and everyone has received recognition. Think about what an amazing work environment this could create! Human Resources will track participation and let you know how we, as an organization, are doing in reaching our goal. You can also bet that when 100% participation is reached, we'll find a good way to celebrate!

We hope that you find Promises in Action to be an effective and easy way for you to show appreciation for your fellow staff in recognition of promises kept. The recognition that this program will provide is just one more way that we can all make MRCI a great place to work!

Recognition is not a scarce resource. You can't use it up  
or run out of it. ~Susan M. Heathfield

No matter how busy you are, you must take time to make  
the other person feel important. ~Mary Kay Ash

Recognition, celebration, and hoopla are contagious.  
Are you a carrier? ~Unknown