Quick Tips for Approving Managers

Use an eCard when:
- stays late/picks up a shift
- does something they didn’t have to
- inspires you
- makes you smile
- makes a patient smile
- sticks up for what’s right
- lives the DIRECT values
- helps other employees w/o being asked
- has your back
- cleans the microwave, breakroom etc.
- accomplishes something personally/professionally
- Birthday or anniversary
- brings out the best in you
- receives an award outside STAR Program

Use a nomination when:
- saves the day for a customer
- saves a patient’s life or prevents harm
- strengthens a professional relationship
- brings out the best in their team
- Does more then asked on a project
- streamlines a process
- identifies and leads an initiative
- thinks outside the box
- puts company goals first
- proactively tackles a challenge
- leads a great effort
- grows a new product or service
- anticipates a problem and takes the steps to mitigate it
- improves the customer experience, etc.
- exemplifies ethical behavior

To approve a nomination:
1. Login to STAR Program
2. Select Tasks across the top of page
3. It will be under Pending Tasks
4. Select award
5. Review information and make a decision to approve or decline
6. Select approve or decline
7. Hit submit
8. It is recommended to coordinate with presenter to be present for the recognition moment.

Remember to:
- Recognize for specific recognition events or values behaviors
- Recognize when it is clearly beyond normal expectations
- Encourage appropriate use of the system
- Be mindful of effectively approving an award (e.g. don’t approve vague, part of employee job description, doesn’t support the level of award).

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