The Business Affairs Guiding Principles Collector Cards (GPCC) Program offers us all a tremendous opportunity to value, respect and empower our staff members.

All Business Affairs supervisors have a set of the collector cards to present individually to their own employees. The process begins when you or others experience service exhibited by one of your staff members that is beyond expectations. You then determine the Guiding Principle most closely associated with that behavior. Then you hand that card, with or without fanfare, to the individual with an explanation of what that person did to earn it. Ideally, and with the employee’s permission, you would arrange to have that person’s photo taken holding the card. Again with permission, you would send that photo to vpbaoffice@utsa.edu for possible inclusion in the Business Horizons newsletter.

If a supervisor receives email or verbal kudos about excellent performance by a staff member, even if the recommender isn’t aware of the GPCC program, that employee may be a good candidate to receive a collector card from the supervisor. Likewise, if someone approaches you about giving an employee a collector card, you may want to submit that person’s name and recognition for the newsletter’s kudos as well.

Encourage employees to save all cards received for a special recognition at next year’s Business Affairs Forum.

Assuming your staff continues to amaze you with their hard work and excellence, you can request additional cards from Christine Laux in the Office of the VPBA.

Information about the program is available at http://www.utsa.edu/bussvc/CelebratingExcellence and at www.utsa.edu/bussvc/News/2017/7_17/GPCC.html

Thank you for the critical role you play in ensuring the recognition of worthy employees and their acts of outstanding service.