



## **North American Consumer Protection Investigators**

### ***NACPI Recognition Program***

**2005**

**NEW:**

The NACPI Recognition Program is intended to recognize outstanding achievements and formally acknowledge significant contributions in the categories identified. Awards are presented by the Board of NACPI in appreciation of outstanding performance, and the key to the success of the program is member participation - the generosity of NACPI members in recognizing their

colleagues.

Awards will be given publicly at the annual NACPI Conference for such achievements as providing exceptional consumer protection or outstanding support to the organization. The nomination process is simple to understand and follow.

Individuals, agencies or teams may be recognized in the following categories:

- ◆ Excellence in Leadership
- ◆ Innovation
- ◆ Outstanding Consumer Protection
- ◆ Support to NACPI
- ◆ Partnership(s)

The decision on the number of awards given out per category each year is at the discretion of the President of NACPI. The President has the option of granting more than one award per category if the nominations warrant it. The President may also nominate award recipients, and present awards at his or her discretion.

### **NOMINATION ELIGIBILITY:**

Nominations must describe achievements that took place within the last 3 years.

Individual, agency and team nominations will be considered in all categories. A team is described as a working unit, (the employees of the team work together to produce a final result or service) and all members of the team are deserving of the award. Teams may involve any number of agency representatives, whether members of NACPI or not.

### **PREPARATION AND SUBMISSION OF NOMINATIONS:**

Nomination forms will require nominators to provide information to the President in the form of answers to a series of simple questions. The questions are designed to elicit details relevant to the evaluation criteria for each nomination category. Complete all sections of the nomination form. Write the nomination as if the President of NACPI does not know the nominee, program or achievement. Think carefully about the criteria listed and relate them to the achievement you are nominating.

If you are making more than one nomination, please submit a separate form for each nomination. The President will accept nominations for the NACPI Recognition Program until 30 days prior to the first day of the annual conference.

### **NACPI NOMINATION CATEGORIES:**

The following gives a description of each of the category awards and lists the key criteria.

#### **Excellence in Leadership**

Leadership is an art. It is best reflected in the actions of those being led, the legacy of the products developed, and the quality of the relationships established. The qualities of a good leader include vision, perseverance and accountability. Good leaders understand that best results come through enabling others to reach their full potential.

This award recognizes individuals, agencies or teams who have demonstrated outstanding leadership abilities, that encompassing both project and people management skills. Leadership can be demonstrated in many situations ranging from formal structured projects to informal networks. Clear and effective guidance is essential to achieve success.

**Criteria:**

This award recognizes individuals, agencies and teams that:

- Demonstrate an outstanding achievement in a professional, administrative, technical or management capacity which has had a significant positive impact on a program or a consumer protection initiative;
- Demonstrate vision and perseverance over an extended period of time;
- Actively engage and coach team members and/or actively solicit support for the initiative beyond the team;
- Focus their efforts toward the successful achievement of the common objectives within a timely, cost-effective and productive manner; and
- Meet or surpass performance targets.

**Description of Achievement:**

**Provide the following information to ensure that the President has sufficient information to properly assess your nomination.**

1. Explain the nature of the outstanding achievement and how it has made a significant positive impact on a program or an organization as a whole.
2. How did the achievement demonstrate vision and perseverance over an extended period of time?
3. Explain how the achievement demonstrates the people management skills of the individual, agency or team nominated, including how they actively solicited support for the initiative within and/or beyond the team.
4. Describe how their efforts were focused toward the successful achievement of the common objectives within a timely, cost-effective and productive manner.
5. What were the performance targets for the individual, agency or team? Explain how these were met or surpassed.

**Innovation Award**

The Innovation Award honours developments, which are entirely new, or improvements, which

result in a better way of accomplishing consumer protection activities and responsibilities.

This award recognizes individuals, agencies or teams whose accomplishments involve a high degree of innovation and/or creativity.

**Criteria:**

This award recognizes those who:

- Introduce important and worthwhile changes which improve the way work is accomplished;
- Display outstanding creativity in accomplishing their assigned task(s); and
- Display inventiveness in the development of new tools and methods.

**Description of Achievement:**

Provide the following information to ensure that the President has sufficient information to properly assess your nomination.

1. Describe how this innovation improved the way work is accomplished.
2. How did the individual, agency or team display outstanding creativity in accomplishing their assigned task(s)?
3. Describe how the individual, agency or team displayed inventiveness in the development of new tools and methods.

**Outstanding Consumer Protection Award**

NACPI is committed to delivering high-quality service to consumers. This award recognizes the extent to which individuals, agencies or teams meet or exceed consumer needs, and provide ongoing excellent customer service. The award recognizes outstanding service delivery.

**Criteria:**

This award recognizes those who:

- Consistently strive to meet or exceed consumer needs and expectations;
- Anticipate consumer needs and respond in a timely and professional manner;
- Display a high level of expertise, enthusiasm, and initiative; and
- Demonstrate excellence in meeting the needs of consumers.

**Description of Achievement:**

**Provide the following information to ensure that the President has sufficient information to properly assess your nomination.**

1. Describe how the individual, agency or team strives to meet or exceed consumer needs and expectations.
2. List examples of how the consumer needs were anticipated and responded to in a timely

and professional manner.

3. Provide a few examples of where or how a high level of expertise, enthusiasm and initiative in providing quality service was demonstrated.
4. Provide a few examples of where or how the nominee(s) provided excellence in meeting the needs of consumers.

### **Support to NACPI Award**

This award honors significant contributions to NACPI. The Support to NACPI Award recognizes individuals, agencies or teams that have contributed significantly to the goals, objectives and achievements of the organization.

#### **Criteria:**

This award recognizes those who:

- Contribute to the values of the organization;
- Give generously of time in supporting organizational goals;
- Initiate and foster NACPI initiatives meant to benefit the organization; and
- Make a solid and consistent contribution to NACPI on and off the job.

#### **Description of Achievement:**

Provide the following information to ensure that the President has sufficient information to properly assess your nomination.

1. Describe how the nominee(s) contribute to the values NACPI supports.
2. Describe how the nominee(s) give generously of their time in supporting organizational goals.
3. Describe the initiatives the nominee(s) initiated and fostered that benefited the organization.
4. Describe how the nominee(s) made a solid and consistent contribution to NACPI, both on and off the job.

### **Partnership Award**

To best utilize the diverse range of expertise available within and outside government, partnership arrangements for the sharing of financial, human and information resources are often required in achieving effective results through the most efficient means.

Partnerships may involve working with agencies within or outside NACPI. Partnerships may be external or internal.

The Partnership Award recognizes individuals, agencies or teams who have facilitated a successful partnership(s). The partnership arrangement must have proven to be beneficial to achieving success in a particular agency program or consumer protection initiative.

**Criteria:**

This award recognizes those who:

- Develop and/or maintain a successful partnership;
- Establish clear goals, objectives and roles of the partnership;
- Nurture a partnership; e.g. sharing information and providing training; and
- Develop a partnership that may set the context for further dialogue and potential cooperation on future partnerships.

**Description of Achievement:**

Provide the following information to ensure that the President has sufficient information to properly assess your nomination.

- Describe how the partnership was developed and what measures have been put in place to maintain it.
- Describe the goals, objectives and roles of the partnership.
- Describe how this partnership is nurtured.
- Describe how the partnership may set the context for further dialogues and potential cooperation on future partnerships.

# NACPI Recognition Program - Application

Individual or Organization Completing Form: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency Affiliation: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Email address: \_\_\_\_\_

\_\_\_\_\_

Nominee Information:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency Affiliation: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

\_\_\_\_\_

\*Please provide the information above for all members of the team being nominated. A separate sheet of paper can be used for this information.

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Categories (please check one):

- Excellence in Leadership
- Innovation
- Outstanding Consumer Protection
- Support to NACPI
- Partnership(s)

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Dates of Achievement or Accomplishment (must be within past three years):

**Description of Achievement or Accomplishment:**

Please use the space below or attach a letter of reference to provide a brief description of the achievement or accomplishment for which you are nominating this individual, agency or team. This description should indicate what makes the achievement outstanding in support of the nominee(s) in question. It should validate the achievement and add credibility to the nomination. A specific list of questions based on each of the five categories is listed in the NACPI Recognition Program Nomination Guide.