



OVERVIEW

The Missouri Department of Labor & Industrial Relations (DOLIR) used QPS data to establish a set of **internal values** and improve **meaningful non-financial rewards & recognition** for staff.

VALUES



From QPS data & custom question feedback, DOLIR identified a need to establish a set of internal values.



Using those same QPS custom questions, DOLIR asked staff to list values that represent DOLIR's culture.



The 1,116 responses were consolidated into similar values & sorted by frequency.



Using this consolidated list, the final values were selected: **Guidance, Efficiency, Accountability, Respect (GEAR)**.



DOLIR leaders then developed a plan to brand & embed the values within the department.

REWARDS & RECOGNITION

- A nomination form allows staff to **nominate fellow team members** who exemplify the GEAR values.
- Nominees are **publicly recognized** each month in department-wide newsletters and town halls.
- Leveraging the MO Cred program, **nominees receive badges** for each value exemplified.

BY THE NUMBERS

