Training Manual: GHS Excellence Awards
Nominations and Evaluations

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Document review and approval

Revision history

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Glossary

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1 Introduction

1.1 Purpose of the Training Manual

The primary purpose of this training manual is to equip the regional and district Staff with the necessary knowledge and skills to effectively utilize Microsoft Forms for the nomination and evaluation processes of the GHS Excellence Awards. This manual serves as a comprehensive guide, offering step-by-step instructions, best practices, and practical exercises to ensure that all participants can confidently navigate and utilize the forms for their intended purposes.

The training manual focuses predominantly on the nomination process, detailing how to accurately complete and submit nomination forms for both General Staff and Leadership Excellence Awards. While the evaluation process is covered, the emphasis remains on ensuring that nominations are thorough, accurate, and reflective of the exemplary work done by GHS staff.

1.1.1 Importance of the Nominations and Evaluations Process

The nominations and evaluations process is a critical component of the GHS Excellence Awards. It serves several important functions:

- **Recognition of Excellence**: The process highlights and rewards outstanding performance and dedication within the Ghana Health Service (GHS). Recognizing excellence motivates staff and promotes a culture of high standards and continuous improvement.

- **Fairness and Transparency**: A structured and well-documented process ensures fairness and transparency in selecting award recipients. It allows all eligible staff members to have an equal opportunity to be recognized based on their achievements and contributions.

- **Professional Development**: Participating in the nominations and evaluations process encourages professional growth. Nominees reflect on their accomplishments and contributions, while evaluators develop their skills in assessing performance against established criteria.

- **Encouragement of Best Practices**: The process identifies and promotes best practices within the GHS. Sharing success stories and innovative solutions can inspire others and lead to improvements across the service.

- **Stakeholder Engagement**: Engaging various stakeholders, including community members, in the nominations and evaluations process fosters a sense of community and partnership. It underscores the importance of collaborative efforts in achieving health service goals.
2 Getting Started with Microsoft Forms

2.1 Overview

Microsoft Forms is a powerful tool that allows users to create surveys, quizzes, and polls easily. In the context of the GHS Excellence Awards, Microsoft Forms is utilized for both the nominations and evaluations process. It provides a user-friendly platform for collecting and analyzing data, ensuring a streamlined and efficient awards process.

2.2 Accessing Microsoft Forms

For the GHS Excellence Awards, the nomination forms have already been created and will be shared via a separate link on the GHS website. Each region will have its own unique nomination link for participants to access and complete the forms. During this training, a sample link will be provided for demonstration purposes, allowing trainers to navigate through the nomination process effectively.
3 Nomination Forms

3.1 Overview of Nomination Forms

The GHS Excellence Awards framework provides a structured process for recognizing outstanding contributions within the Ghana Health Service. Central to this process are the nomination forms for the General Staff Awards and the Leadership Excellence Awards. These forms ensure a fair and comprehensive evaluation of nominees by capturing detailed information about their achievements, professionalism, teamwork, innovation, and customer care. This section will guide you through each step of filling out the nomination forms, complete with screenshots and annotations to ensure clarity and ease of use.

3.2 General Staff Awards Nomination Form

This form is used to nominate outstanding staff members across various levels of the health service. It includes sections for personal information, referee details, and reasons for nomination. The form's fields must be filled out accurately to ensure a valid nomination.
3.3 Leadership Excellence Awards Nomination Form

This form is specifically for nominating leaders within the health service who have demonstrated sustained leadership excellence. While it shares many fields with the General Staff Awards Nomination Form, it includes an additional section focused on sustained leadership.

3.3.1 Step-by-Step Guide to Filling Out the Nomination Forms

3.3.1.1 Accessing the Forms

a. Locate the shared link for the nomination form specific to your region on the GHS website.

b. Click on the link to open the nomination form in Microsoft Forms.
3.3.2 Completing Nomination Forms

3.3.2.1 Inputting Nominee Information

Enter the nominee’s surname, first name, other names, grade, and staff category (mechanized or non-mechanized). Provide the staff ID if applicable, region, district, place of work, number of years at the current place of work, length of employment with the service, contact numbers, and email address.
Where a nominee indicates the Region, the nominee will be required to tick the specific district and facility applicable.

In the case of Headquarters, the nominee will be required to indicate the specific Division applicable.

Note that questions or fields with * are mandatory.
Complete all fields accurately with the nominee’s personal and professional details.

### 3.3.2.2 Nominator’s information

Indicate the type of nomination being made—whether it is a self-nomination or a nomination for another individual.

### 3.3.2.3 Providing Referee Details

Input details for two referees, including their names, grades, positions, places of work, contact numbers, and email addresses. One referee must be any staff member in the sub-district or a community member.
3.3.2.4 Completing the Reasons for Nomination Section

Provide detailed descriptions and send supporting documents (to the email provided in the last section of the form) to validate the nominee's accomplishments.

Performance

Include the total score from the nominee’s 2023 appraisal report and send a signed copy of the report to the email provided in the last section of the form. Describe the nominee’s professionalism, providing specific examples of their adherence to professional standards and ability to handle challenging situations.
**Teamwork**

Describe how the nominee collaborates with team members, assists colleagues, and inspires performance improvements. Use concrete examples to illustrate the nominee’s teamwork and collaboration skills.
Innovation

Explain how the nominee generates and implements innovative ideas, demonstrating flexibility and openness to new methods. Highlight innovative ideas and their impact on the institution, with examples of how these innovations can be replicated.
**Customer Care**

Detail the nominee’s approach to client interactions and their efforts to uphold the dignity and interests of staff. Provide specific examples of the nominee’s excellence in customer care and colleague interactions.
Work Setting

Provide information about the nominee serving in deprived areas and their tenure in the service. Include specific timeframes and details about the nominee’s service in deprived areas.
37. **Work Setting**

Number of Years with Your Current Facility

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 10 plus
38. Apart from your current facility, have you served in another deprived district?

Click this link below to see the deprived districts

- Yes
- No

39. Name of the District(s) and Number of Years with the District(s)

Enter your answer

40. Length of Employment with the Service

- 1
- 2
- 3
Institutional and Leadership Excellence Awards - Sustained Leadership Section

This additional section requires details about the nominee's sustained leadership, including examples of how they provide stable guidance, encourage and influence colleagues, and manage their team with fairness.
25. **5.1. Sustained Leadership**

5.1.1 **Consistency in Leadership** *
Describe how the nominee provides guidance to improve work processes and performance. *Cite specific examples to support your reasons*

Enter your answer

26. **5.1.2. Ability to Inspire and Motivate** *
Describe how the nominee positively influences and nurtures colleagues and fostering a conducive work environment. *Cite specific examples to support your reasons*

Enter your answer

27. **5.1.3. Fair and Transparent Management** *
Describe how the nominee manages his or her team with fairness, openness, and honesty. *Cite specific examples to support your reasons*

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**Submitting Nominating Forms**

Tick the type of document sent to the email provided and select submit to sent the nomination forms to KPMG.
Leadership Awards-NOMINATION FORMS (Eastern)

* Required

Documents Submission

44. Confirm that you have submitted the following documents to bdzakpasu@kpmg.com

* 

Please select at most 3 options.

- [ ] Performance Appraisal Form for 2023
- [ ] Curriculum Vitae of nominee
- [ ] Pictures/Proof of any relevant supporting documents

Back  Submit

Never give out your password. Report abuse
4 Evaluation Forms

4.1 Overview of Evaluation Forms

The GHS Excellence Awards framework includes detailed evaluation criteria to ensure a fair and thorough assessment of nominees for both General Staff Awards and Institutional and Leadership Excellence Awards. Each evaluator will independently assess nominees based on specific criteria outlined in the forms. These forms help standardize the evaluation process and ensure that all nominees are judged fairly and consistently.

4.2 Criteria for Evaluation

Evaluators will assess nominees based on several key criteria, including performance, professionalism, teamwork, innovation, customer care, and, for leadership awards, sustained leadership. Each criterion is broken down into specific indicators that evaluators must consider when scoring the nominees.
4.2.1 Step-by-Step Guide to Using the Evaluation Forms

4.2.1.1 Accessing the Evaluation Forms

a. KPMG will provide a secure link to access the evaluation forms. This link will be shared with the evaluation panel through the office of the Director General.

b. Use the link provided by KPMG to access the specific evaluation form for the awards.

4.2.2 Completing Evaluation Forms

4.2.2.1 Inputting Evaluator Information

Indicate your name as requested. This information is used to track and verify submissions.

4.2.2.2 Nominees’ information

Select the nominee’s details, including their name, region, and district, which are pre-filled based on the nomination.
4.2.2.3 Eligibility of the Nominee

Indicate the eligibility of the nominee and select the reasons for disqualification of the nominees. Verify the nominee’s eligibility before proceeding.

4.2.2.4 Scoring Nominees

Score based on the evidence of accomplishments provided in the nomination form completed.

Performance

Use the appraisal report and specific examples of professionalism to inform your scoring.
Innovation

Judge the nominee’s capacity for generating and implementing innovative ideas and their openness to change. Score based on examples of innovative contributions and adaptability.
Customer Care

Rate the nominee’s attitude and interaction with clients and colleagues, ensuring they promote good customer care and uphold staff dignity. Evaluate based on provided examples of customer care and professionalism.
**Work Setting**

Consider the nominee’s service in deprived areas and the duration of their service. Score based on evidence of service in challenging environments.
4.2.2.5 Submitting Evaluations

Review and Finalize

After completing the evaluation for each criterion, review your scores to ensure accuracy and completeness.

Submit

Click the "Submit" button to finalize and send your evaluation.