



Minneapolis Police Department Policy and Procedure Manual

Number:
2-100

Volume Two – Personnel Administration

Misconduct Prevention, Reporting and Investigation

2-103 External and Internal Member Compliments

(xx/xx/25)

I. Purpose

Engaging in a culture of positive reinforcement is essential for fostering a stronger and healthier police force.

- A. Positive reinforcement generally leads to more significant and long-lasting behavior change compared to negative reinforcement by focusing on encouraging desired behavior.
- B. Positive reinforcement improves officer morale, enhances recruitment efforts, increases the retention of experienced officers, promotes officer wellbeing, builds and nurtures trust within the Department, and effectively increases desired behavior change outcomes.

II. Policy

- A. Internal Affairs shall be responsible for ensuring that external and internal compliments are routed to the complimented member's supervisory chain of command.
- B. Internal Affairs shall receive and monitor external compliments involving members and refer compliments to the member and the member's supervisor.
 - 1. If the external compliment includes information that would prompt an award recommendation under MPD P&P 2-300, Internal Affairs shall initiate an award recommendation for the complimented member.
 - 2. A member's supervisor that receives an external compliment regarding the member shall include the compliment in supervisory feedback to the member and during the member's performance evaluation described under MPD P&P 2-200.
- C. Supervisors that receive external compliments directly shall forward them to Internal Affairs.
- D. In the regular course of duties, Internal Affairs shall submit internal compliments as deemed appropriate to the member and the member's supervisor.
 - 1. If an internal compliment would rise to the level of an award recommendation under MPD P&P Chapter 2-300, Internal Affairs shall initiate an award recommendation for the complimented member.

2. A member's supervisor that receives an internal compliment regarding the member shall include the compliment in supervisory feedback to the member and during the member's performance evaluation described under MPD P&P Chapter 2-200.
- E. Supervisors that receive internal compliments directly shall forward them to Internal Affairs.
 - F. Members in MPD units outside of Internal Affairs who wish to submit an internal compliment may do so by sending the internal compliment to Internal Affairs. Internal Affairs shall review the submission and route the compliment as described in this policy.
 - G. In the regular course of duties, the Office of Police Conduct Review may also submit internal compliments to Internal Affairs. Internal Affairs shall review the submission and route the compliment as described in this policy.

III. Definitions

External Compliment: A compliment made by members of the public on a positive experience with a member.

Internal Compliment: A compliment made by Internal Affairs, the Office of Police Conduct Review, or other MPD members or departments on a member's work, handling of a call or incident, or leadership.

Complimented Member: The complimented member is the member who the compliment is regarding.