

Human Relations

2019

Missouri State Employee Award of Distinction

Jesse May

Custody Supervisor
Department of Corrections



Greg Hancock and Jesse May were chosen due to their impact on the culture of the Southeast Correctional Center in Charleston. Embracing “The Corrections Way,” they have worked tirelessly outside their normal work schedules to mentor, coach and train staff by providing new techniques on how to improve communication, morale, and productivity.

“The Corrections Way” is a Department of Corrections professional growth initiative designed to better train, coach, teach and mentor individual staff members.

The focused approach of Mr. Hancock and Mr. May in encouraging the professional development of all supervisors, especially Sergeants, who serve in one of the most challenging frontline supervisory positions at

correctional institutions has had a transformative effect on the work environment of the Southeast Correctional Center.

Together they developed workshops, and coordinated monthly meetings for supervisors on all three shifts to practice “The Corrections Way” techniques together. These workshops assisted supervisors with de-escalation techniques and the use of social styles and techniques for dealing with difficult conversations. They also followed up with supervisors to offer one-on-one guidance and address issues and concerns.