Mastering Peer-to-Peer Recognition

Mike Byam
Author of *The WOW! Workplace*
Managing Partner, Terryberry
Meet the Recognition Experts via Chat

Alex Allion | Western US Recognition Expert, Phoenix, AZ

LaVelle Townsend | Business Development Manager, Northern California
AGENDA

Why Peer Recognition?

Best practices for peer recognition programs today

Demo of the peer recognition system

Q & A
If we address your question during today’s live broadcast, you’ll receive a complimentary copy of “The WOW! Workplace” by Mike Byam.

Get involved and be recognized!

Q & A will take place at the end of the webcast, but you can submit questions any time using your tool tray on the right side of your screen.
Do you have a peer nomination recognition program in place in your organization?

- Yes, we have an existing peer program
- We are planning to implement a peer program
- We are investigating peer programs
- No, we don’t have plans for a peer program at this time
WHY PEER RECOGNITION?

Emerging Workforce

#millennials

Easy, Flexible & Powerful

Bridging the GAP
89% of organizations have a recognition program currently in place – WorldatWork

#1 reason people leave their jobs is because they “do not feel appreciated.” 65% of Americans report receiving no recognition during the past year at their work. – U.S. Dept. of Labor

Only 14% of organizations provide managers with the necessary tools for rewards and recognition – Aberdeen Group
**Informal**
- Casual structure, defined criteria
- Peer-to-Peer
- Frequently minimal investment

**Formal**
- Structured recognition for defined criteria
- Significant awards for significant achievements

**Day-to-Day**
- Manager/Employee interactions
- Peer/Peer interactions
Recognition Drives Engagement

Engagement Level

Frequency

Monthly  Weekly  Daily

<table>
<thead>
<tr>
<th>TRADITIONAL RECOGNITION</th>
<th>PEER-TO-PEER RECOGNITION</th>
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<tbody>
<tr>
<td>Micro Recognition</td>
<td>Macro Recognition</td>
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<tr>
<td>Proactive</td>
<td>Responsive</td>
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<tr>
<td>Transactional System</td>
<td>Live &amp; Interactive System</td>
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<tr>
<td>Administrative-driven</td>
<td>User-driven</td>
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<tr>
<td>Management-led</td>
<td>Peer-to-Peer</td>
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PEER RECOGNITION:
The Recognition Ball is in Everyone’s Court
Peer Recognition, a growing trend

48% of employers used peer to peer recognition programs in 2015

WorldatWork, Trends in Employee Recognition

57% of companies using peer-to-peer recognition programs reported higher levels of employee engagement, compared with 46% of those without such programs.

SHRM, Employee Recognition Survey
What do you feel is the biggest challenge to successful peer recognition?

- Getting started
- Managing / reviewing nominations/ program & usage analytics
- Giving appropriate public recognition
- Having an exciting award mix
- Getting employees to participate/nominate
Best Practices for an Effective Recognition Program
Establish a Recognition Strategy

- Think **Macro**, not Micro
- Mission Statement: **Mission, Vision, Values**
- **ABC’s**: Attitudes, Behaviors, Contributions

Read your organization’s mission statement. Does it mesh with how employees are recognized? Do recognition awards reinforce **Attitudes, Behaviors, & Contributions** that move your business toward its goals?
Only 50% of all recognition programs are tied to the organization's core values.
CREATING AN EFFECTIVE NOMINATION FORM

**Less is More**
- Benchmark 3 criteria, max 5
- Be clear & concise
- Encourage specific comments

Thank you for staying late to help finish the tomorrow’s proposal. I appreciate your hard work and dedication! The client sure if going to be WOWed!
TIERED AWARD STRUCTURE

Entry Level Award
- No management review
- No tangible award
- Largest number of recipients
- Immediate recognition

2nd Level Award
- Management review
- Predetermined tangible award
- 20%-25% of recipients
- Immediate recognition

Exclusive Level Award
- Leadership review
- Predetermined award selection
- 5%-10% of recipients
- Immediate recognition

ACE

WOW

HIGH FIVE

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AWARD METHODOLOGIES

- **Signature Awards:** pre-selected by level
- **Award Kits:** symbolic award + seasonal gift
- **Award Selection:** employee chooses award
- **Certificates:** redeemable onsite
- **Ongoing Awards:** upgraded for continued achievement
- **Presentation Kits:** on-hand for instant recognition
- **AwardPoints:** Peer nominations drive points-based awards
MANAGING NOMINATIONS

Who is responsible for Review/Approval?
- Supervisor/Manager
- Company Leadership

Streamline the Review Process
- Accessible
- Simple
- Expedient
- Trackable
BRANDING/COMMUNICATING THE PROGRAM

- Communication Materials
- Nomination Form
- Awards
- Presentation
INCORPORATE PUBLIC RECOGNITION

- Acknowledge all nominations
- Give special recognition of award recipients
- Involve/acknowledge the nominator
- Share nominator comments
- Involve others
ASSESS YOUR PEER-TO-PEER PROGRAM

- **Who is giving recognition?**
  - Mentor

- **Who isn’t giving recognition?**
  - Training

- **What is being recognized?**
  - Strengths/Challenges

- **Who is receiving recognition?**
  - Performance Review Material
Review

- Think Macro
- Offer an Engaging Nomination Process
- Design your Award Pyramid
- Manage Nominations Expediently
- Brand the Program
- Include Live & Interactive Public Recognition

Sign up for a FREE TRIAL of a Peer Recognition Program >> [www.giveawow.com](http://www.giveawow.com)
360° Recognition

- Service Awards
- Honoring Performance
- Manager-driven Recognition
- Recognition University
- Analytics
- Award Your Team
- Award Choice
- Give a WOW
- Award Points
- Recognition Mailbox

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Give a WOW is peer-to-peer employee recognition, Social Media Style!

Everyone in your group can give and receive recognition for great work. Give a WOW’s mobile app makes it simple to give recognition from anywhere, anytime so you never miss an opportunity to say "great job!"
Personal Recognition Wall

Displays recognition you’ve given & received

Redeem & Select Your Awards

Follow & see who’s following you
First, you will receive a “Welcome to give a WOW” email which looks like this one. On it you will be able to find a link to the site so that you can login and begin giving recognition.
THE RECOGNITION WALL

- Navigate the site
- Comment/applaud recognition
- Redeem your awards
- See Upcoming Events
3 ways to give recognition:

- The Directory
- Search Button
- The give a WOW button
• Pick which category you think best describes why you’re giving out recognition.

• Describe why this person deserves to be recognized.

• Choose an Award Level.

• Add an image. (Optional)

• Give a WOW!
SEND AN E-CARD

Send an E-Card for those other occasions: Birthdays, Promotions, etc.

Patricia Bloomquist received an ecard from Debbie Prickett.

HAPPY BIRTHDAY!

Applaud (10)

You and 9 other users applauded

Michelle Prickett commented:
Have a great Birthday, Pat!

Jolene Grypma commented:
Have a wonderful birthday, Pat!!

CONGRATULATIONS!

YOU'RE A STAR!

GOOD LUCK
SOCIAL MEDIA INTEGRATION

we’ve got an app for that.
Employee Engagement...

we’ve got an app for that.
From the Admin Dashboard you can view:

- Your Approval Queue
- Engagement Summary: amount of activity occurring on the site each week
- Nominations by Criteria graph
- The Daily Award Level Nominations
<table>
<thead>
<tr>
<th>Date</th>
<th>Award ID</th>
<th>Award Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/16/2016</td>
<td>#416336</td>
<td>WOW! Award awarded to Aaron Aaronson for Dedication from Aaron Marsh</td>
</tr>
<tr>
<td>08/17/2016</td>
<td>#416548</td>
<td>WOW! Award awarded to Jeremy Nelson for Above &amp; Beyond from Alex Allion</td>
</tr>
<tr>
<td>08/17/2016</td>
<td>#416621</td>
<td>WOW! Award awarded to Austin Hoffman for Achieving Potential from Jonathan Gillespie</td>
</tr>
<tr>
<td>08/18/2016</td>
<td>#416935</td>
<td>WOW! Award awarded to Bruce Heisler for Customer Service Excellence from Justin Anderson</td>
</tr>
<tr>
<td>08/18/2016</td>
<td>#417067</td>
<td>WOW! Award awarded to Aaron Aaronson for Customer Service Excellence from Justin Anderson</td>
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To view your approvals click on the link to your Admin Dashboard.

View nominations, Approve, Reject or Edit Nominations for content or Award Level.
Q&A

with

Mike Byam
Author of *The WOW! Workplace*
Managing Partner, Terryberry

To learn about Terryberry’s recognition programs & services, visit www.terryberry.com

For specific questions, contact Mike Byam: m.byam@terryberry.com

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This program is pre-approved for ONE General HRCI Credit and ONE SHRM PDC

HRCI ORG-PROGRAM: 279645

SHRM Activity ID: 16-MEUYT
In *the WOW! Workplace*, you’ll find page after page of real-world recognition ideas from top businesses like Stanley Tools, Google, Wegmans, and more. A practical guide and a great training tool for management teams.

**Get your copy!**

In Print: [www.WowWorkplace.com](http://www.WowWorkplace.com)  
[www.Amazon.com](http://www.Amazon.com)

E-book: [www.smashwords.com](http://www.smashwords.com)
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Most webinars are pre-approved for HRCI and SHRM recertification credits

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Equip your organization’s leaders with the know-how to energize and engage your workforce through effective recognition.

- On-Site Training Programs
- Virtual Training Programs
- Learning Toolkits
This program is pre-approved for ONE General HRCI Credit and ONE SHRM PDC

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