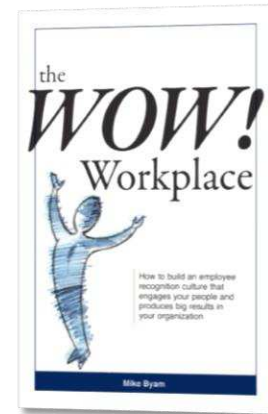


Mastering Peer-to-Peer Recognition



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?

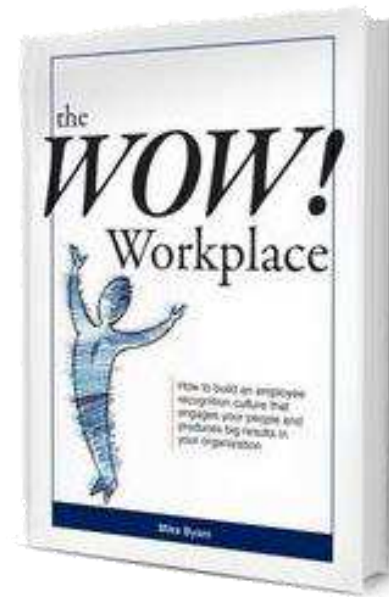
Best practices for peer recognition programs today

Demo of the peer recognition system

Q & A



WOW! US AND WIN!



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.



Terryberry

POLL

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



Terryberry

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

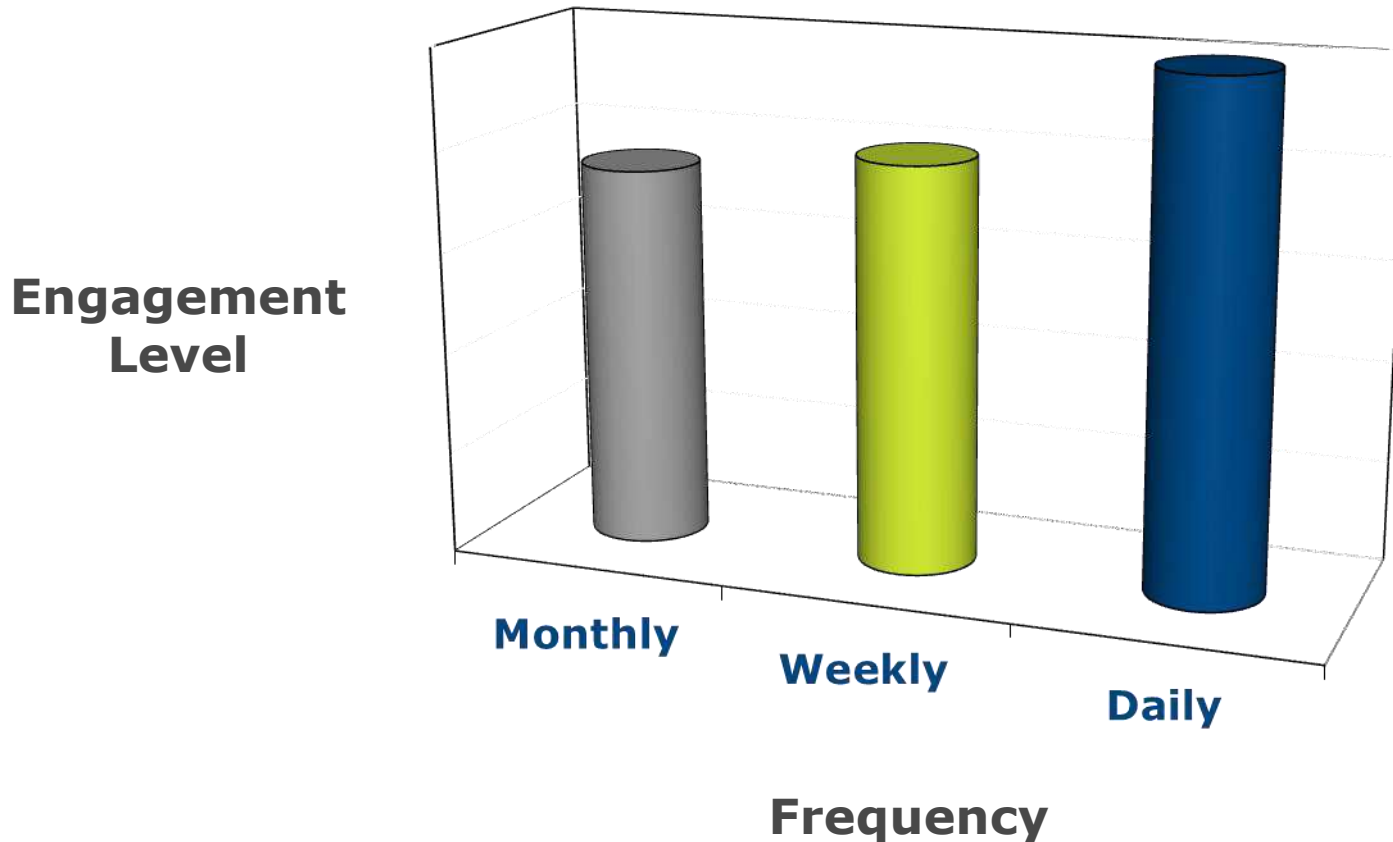
Day-to-Day

- Manager/Employee interactions
- Peer/Peer interactions

Formal

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

Recognition Drives Engagement



Source: *Daily Telegraph*, March 22, 2008, Ford.
Findings of David Brown, Director of Hewitt Associates

TRADITIONAL RECOGNITION	PEER-TO-PEER RECOGNITION
Micro Recognition	Macro Recognition
Proactive	Responsive
Transactional System	Live & Interactive System
Administrative-driven	User-driven
Management-led	Peer-to-Peer





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



Terryberry

POLL

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**



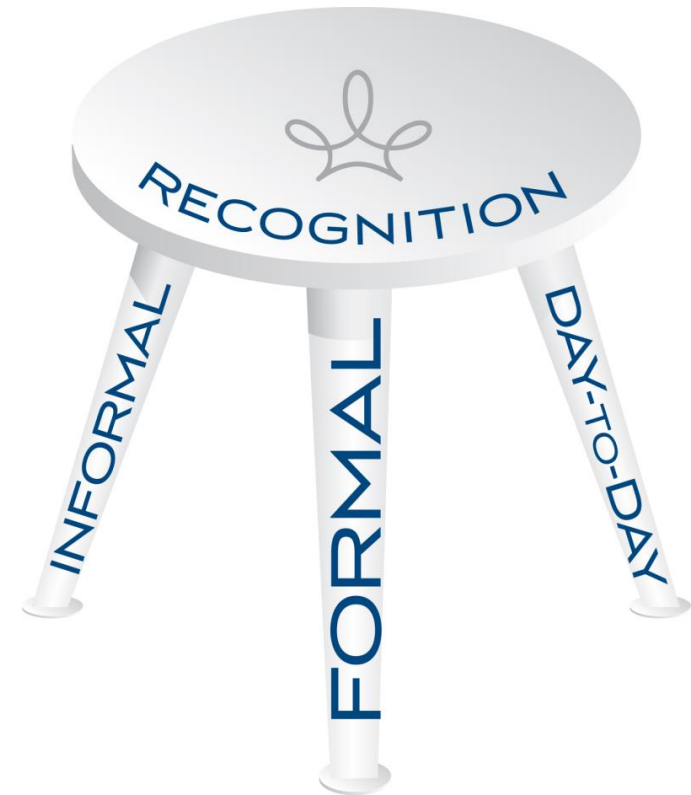
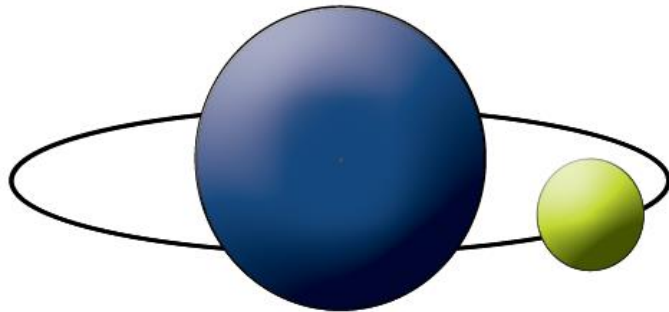
**BEST
PRACTICES!**

Best Practices for an Effective Recognition Program



Establish a Recognition Strategy

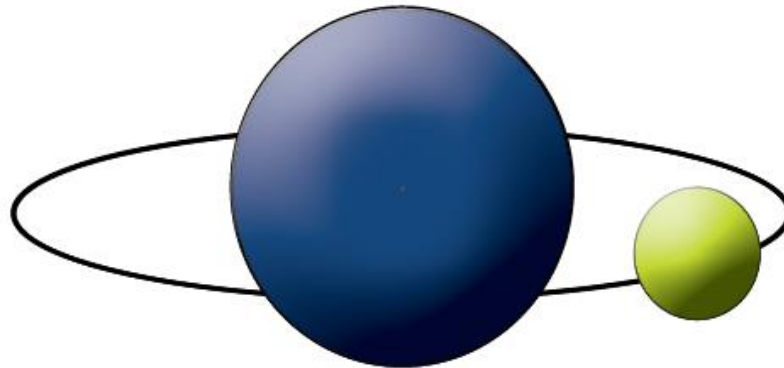
- Think **Macro**, not Micro
- Mission Statement: **Mission, Vision, Values**
- **ABC's**: Attitudes, Behaviors, Contributions



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.

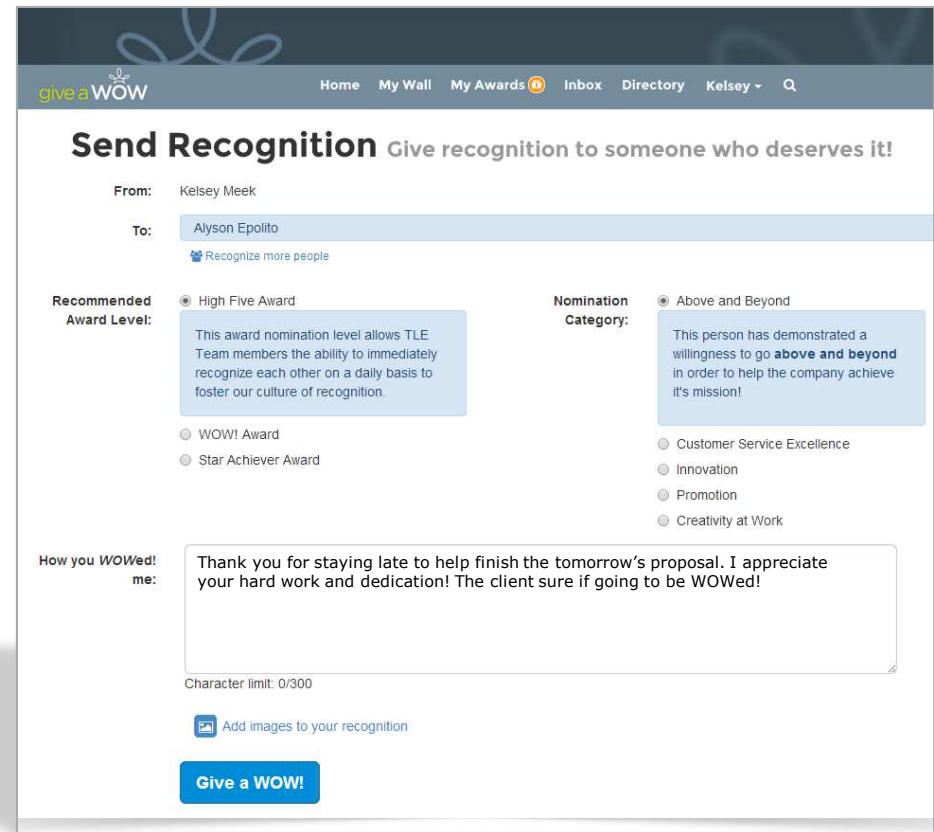
2015 EMPLOYEE RECOGNITION REPORT, SHRM



CREATING AN EFFECTIVE NOMINATION FORM

Less is More

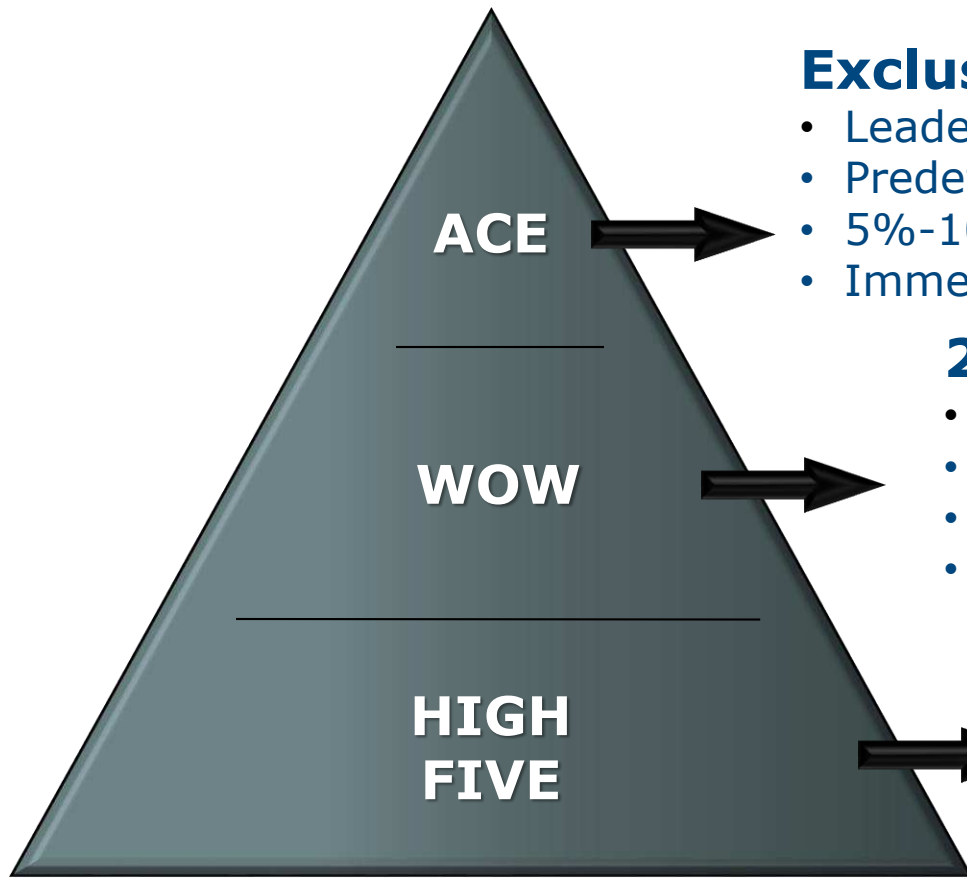
- Benchmark 3 criteria, max 5
- Be clear & concise
- Encourage specific comments



The screenshot shows the 'give a WOW' nomination form interface. At the top, there is a navigation bar with the logo and links for Home, My Wall, My Awards, Inbox, Directory, and Kelsey. The main heading is 'Send Recognition Give recognition to someone who deserves it!'. The form is filled out with the following details:

- From:** Kelsey Meek
- To:** Alyson Epolito
- Recommended Award Level:** High Five Award. A tooltip explains: 'This award nomination level allows TLE Team members the ability to immediately recognize each other on a daily basis to foster our culture of recognition.' Other options are WOW! Award and Star Achiever Award.
- Nomination Category:** Above and Beyond. A tooltip explains: 'This person has demonstrated a willingness to go above and beyond in order to help the company achieve it's mission!'. Other options are Customer Service Excellence, Innovation, Promotion, and Creativity at Work.
- How you WOWed me:** 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!
- Character limit:** 0/300
- Buttons:** Add images to your recognition and Give a WOW!

TIERED AWARD STRUCTURE



Exclusive Level Award

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

2nd Level Award

- Management review
- Predetermined tangible award
- 20%-25% of recipients
- Immediate recognition

Entry Level Award

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



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

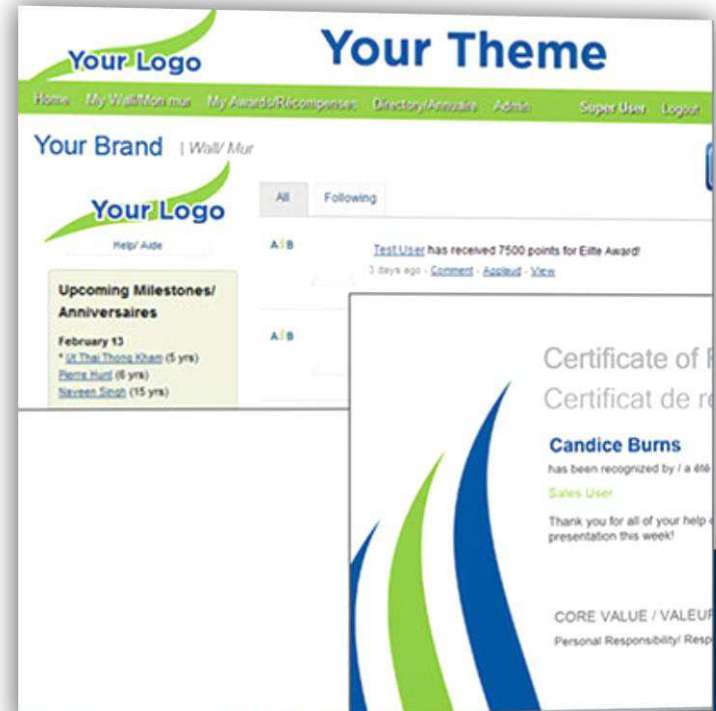
Streamline the Review Process

- 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

GET THE
FREE TRIAL



Sign up for a FREE TRIAL of a Peer Recognition Program >> www.giveawow.com



Terryberry



Peer 2 Peer Recognition

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!"

50th
ANNIVERSARY

give a WOW



Personal Recognition Wall

Displays recognition you've given & received

Redeem & Select Your Awards


Follow & see who's following you

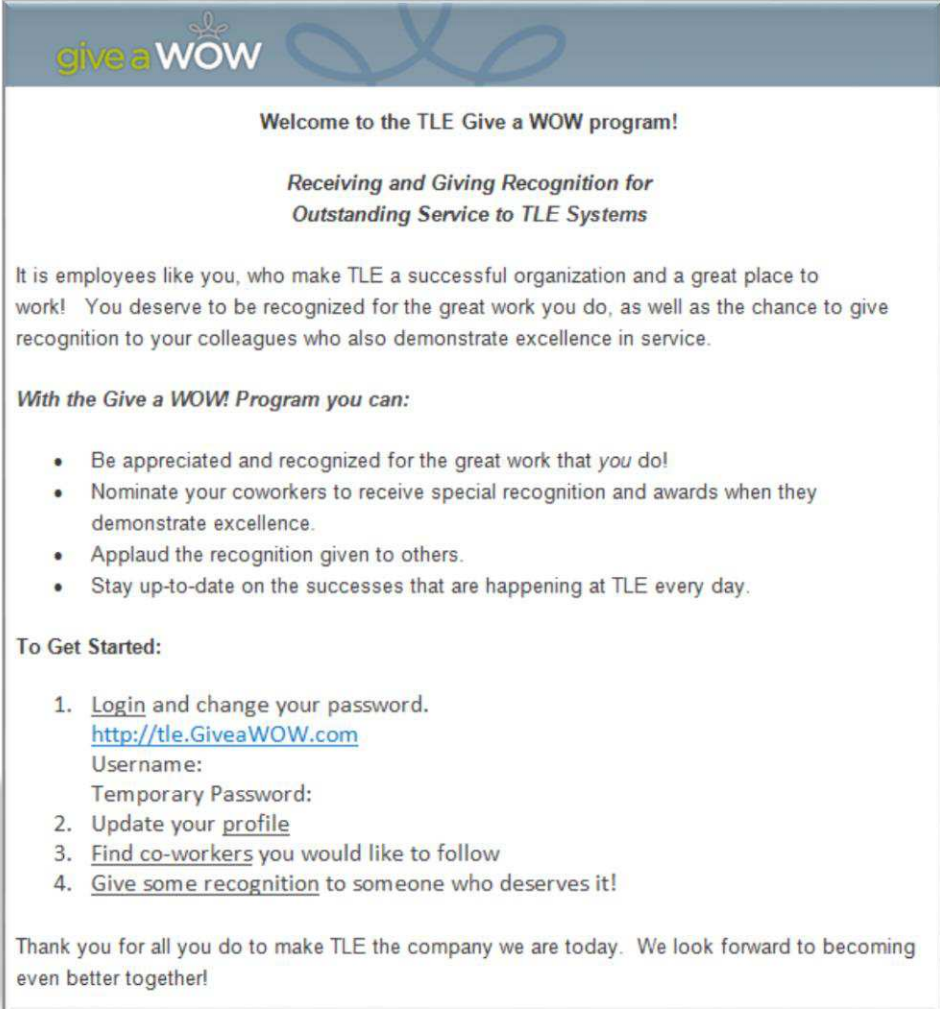
The screenshot shows a user profile for Brad Sytsma on the 'give a WOW' website. The profile includes a photo, company logo (LETLE SYSTEMS, INC.), and buttons for 'Give a WOW!', 'Ecard', and 'Follow'. Below the profile are sections for 'People Brad is following' (Patricia Bloomquist, April Grandy) and 'People following Brad'. The main wall area displays three recognition posts:

- Post 1:** Dan Cumings received recognition from Brad Sytsma for 'Above and Beyond'. The post includes a 'KEEP CALM AND CARRY ON' graphic and mentions that Dan helped fix a recursive manager error. It has 8 applauses and a certificate.
- Post 2:** Justin Anderson received an ecard from Brad Sytsma. The post has 5 applauses and a 'View Ecard' button.
- Post 3:** Brad Sytsma received recognition from Drew Beckeman for 'Innovation'. The post includes a 'YOU'RE AWESOME' graphic and thanks Brad for creating GAW tools. It has 12 applauses and a certificate.

The top navigation bar includes 'Home', 'My Wall', 'My Awards', 'Inbox', 'Directory', and 'Kelsey'. A search bar and a 'give a WOW' button are also visible.

WELCOME EMAIL

First, You will receive a “Welcome to ” 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 screenshot shows an email header with the 'give a WOW' logo and a decorative leaf graphic. The main text is centered and reads: 'Welcome to the TLE Give a WOW program!', 'Receiving and Giving Recognition for Outstanding Service to TLE Systems'. Below this is a paragraph explaining the program's purpose. A section titled 'With the Give a WOW! Program you can:' lists four bullet points: being appreciated, nominating coworkers, applauding others, and staying up-to-date. A 'To Get Started:' section lists four numbered steps: login, update profile, find co-workers, and give recognition. The email ends with a thank you message.

give a WOW

Welcome to the TLE Give a WOW program!

*Receiving and Giving Recognition for
Outstanding Service to TLE Systems*

It is employees like you, who make TLE a successful organization and a great place to work! You deserve to be recognized for the great work you do, as well as the chance to give recognition to your colleagues who also demonstrate excellence in service.

With the Give a WOW! Program you can:

- Be appreciated and recognized for the great work that *you* do!
- Nominate your coworkers to receive special recognition and awards when they demonstrate excellence.
- Applaud the recognition given to others.
- Stay up-to-date on the successes that are happening at TLE every day.

To Get Started:

1. Login and change your password.
<http://tle.GiveaWOW.com>
Username:
Temporary Password:
2. Update your profile
3. Find co-workers you would like to follow
4. Give some recognition to someone who deserves it!

Thank you for all you do to make TLE the company we are today. We look forward to becoming even better together!

THE RECOGNITION WALL

The screenshot shows the 'give a WOW' website interface. At the top is a navigation bar with links for Home, My Wall, My Awards (with a notification icon), Inbox, Directory, and a user profile for Kelsey. A search bar is on the right. Below the navigation is a sidebar on the left with a 'LETLE SYSTEMS, INC.' logo, a 'My Awards' section showing 1+ award icons, and an 'Upcoming Milestones' calendar for February 17 and 22. The main content area displays recognition posts. The first post is from Dan Cumings and Jeremy Bell, thanking Anthony Leimeister for his help with the new site. The second post is a birthday ecard for Pamela Way from Patricia Bloomquist, with several users commenting with birthday wishes. A 'berry' logo is partially visible in the bottom right corner.

Redeem your awards

See Upcoming Events

Navigate the site

Comment/applaud recognition

GIVING RECOGNITION

3 ways to give recognition:

Search Button

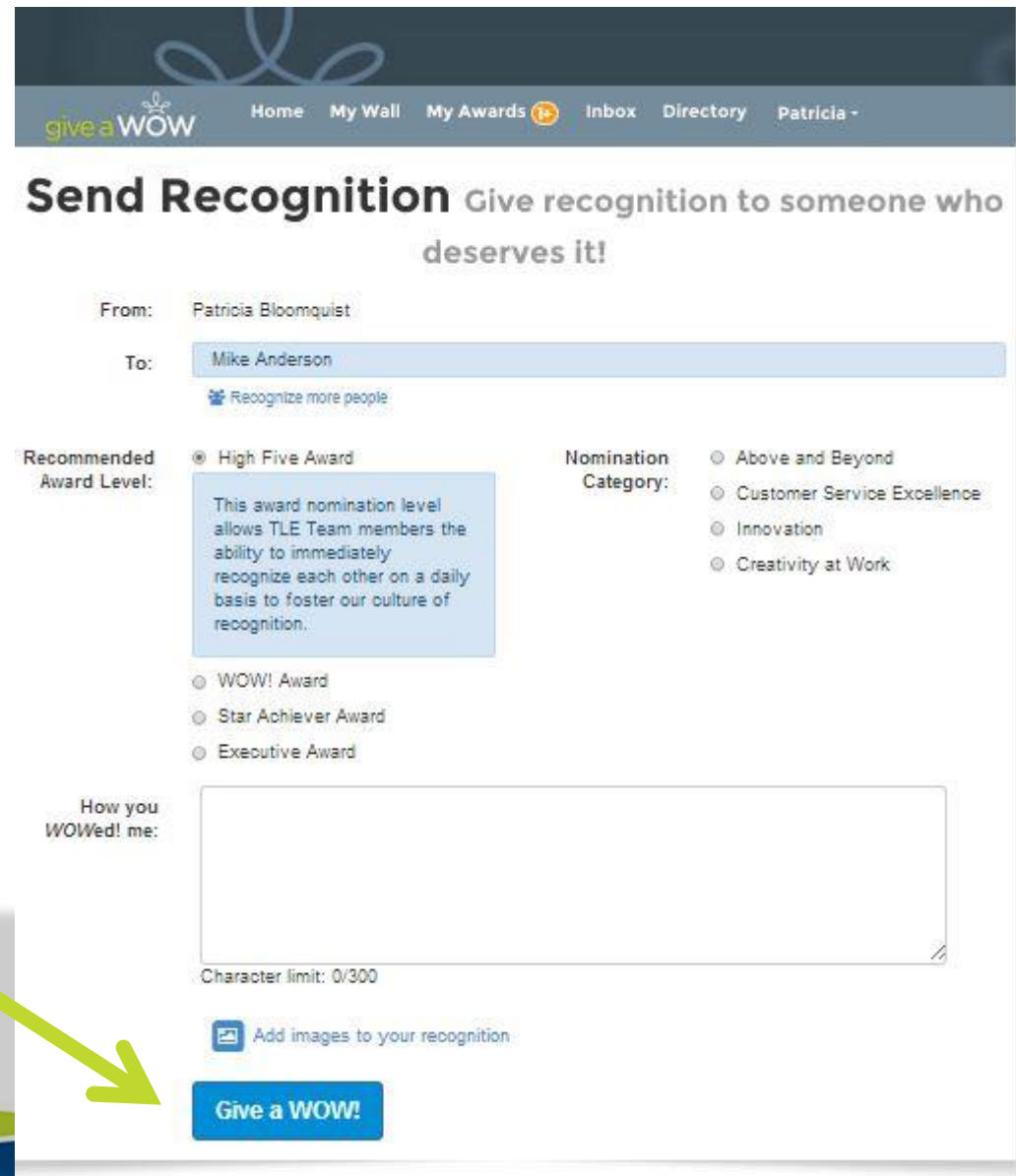
The Directory

The
give a WOW
button

The screenshot shows the 'give a WOW' website interface. At the top, there is a navigation bar with links for Home, My Wall, My Awards, Inbox, Directory, and Kelsey. A search button is located in the top right corner. On the left side, there is a sidebar with a 'LETLE' logo, a 'You have 200 points to spend' section with a 'Redeem points' button, and a 'Leadership Award' section with a 'Redeem' button. The main content area displays a list of recognition posts. The first post is from Anthony Leimeister recognizing Dan Cumings and Jeremy Bell for 'Above and Beyond'. The second post is from Patricia Bloomquist recognizing Pamela Way with a birthday ecard. The third post is a comment from Jolene Grypma, and the fourth is a comment from Donna Krueger. The fifth post is a comment from Elizabeth Kitchel. The 'give a WOW' logo is visible in the bottom right corner of the page.

GIVING RECOGNITION

- 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!



The screenshot shows the 'Give a WOW!' web interface. At the top, there's a navigation bar with 'Home', 'My Wall', 'My Awards', 'Inbox', 'Directory', and 'Patricia'. The main heading is 'Send Recognition Give recognition to someone who deserves it!'. The form includes a 'From' field with 'Patricia Bloomquist', a 'To' field with 'Mike Anderson' and a 'Recognize more people' link. Under 'Recommended Award Level', the 'High Five Award' is selected, with a tooltip explaining it allows TLE Team members to recognize each other daily. Other options are 'WOW! Award', 'Star Achiever Award', and 'Executive Award'. The 'Nomination Category' section has radio buttons for 'Above and Beyond', 'Customer Service Excellence', 'Innovation', and 'Creativity at Work'. A 'How you WOWed! me:' text area is present with a 'Character limit: 0/300' indicator. At the bottom, there's an 'Add images to your recognition' link and a prominent blue 'Give a WOW!' button. A green arrow from the instructions points to this button.

give a WOW! Home My Wall My Awards 12 Inbox Directory Patricia

Send Recognition Give recognition to someone who deserves it!

From: Patricia Bloomquist

To: Mike Anderson
[Recognize more people](#)

Recommended Award Level:

- High Five Award
This award nomination level allows TLE Team members the ability to immediately recognize each other on a daily basis to foster our culture of recognition.
- WOW! Award
- Star Achiever Award
- Executive Award

Nomination Category:

- Above and Beyond
- Customer Service Excellence
- Innovation
- Creativity at Work

How you WOWed! me:

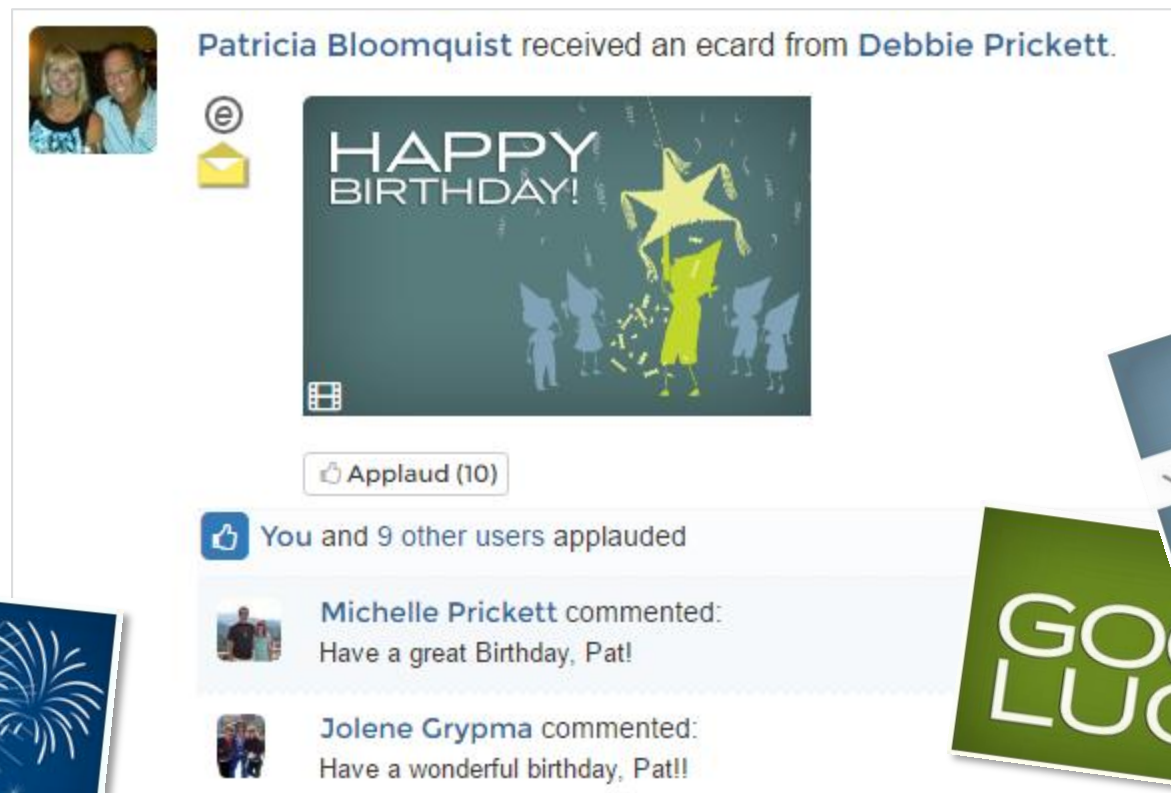
Character limit: 0/300

[Add images to your recognition](#)



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.

 Applaud (10)

 You and 9 other users applauded

 Michelle Prickett commented:
Have a great Birthday, Pat!

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



SOCIAL MEDIA INTEGRATION

The screenshot shows the GiveAWOW user profile for Kelsey Meek. The page features a navigation bar with links like Home, My Wall, My Awards, Inbox, Directory, and Kelsey. The main content area is titled "My Wall" and displays a recent post where Kelsey received recognition from Jenny Watkins for Innovation. The post includes a graphic with the text "Thank You" and "A JOB WELL DONE!" and lists several users who have applauded the post, such as Donna Krueger, Elizabeth Oates, and Kelly DeBoer. A sidebar on the left contains the Lettle Systems, Inc. logo, a "My Awards" section, a profile picture of Kelsey Meek, and personal information including her hire date (January 3, 2012), birthday (August 27), job title (MKTGSPEC), and email (kmeek@terryberry.com).

The screenshot shows the Facebook profile page for Kelsey Meek. The profile picture is a circular image of Kelsey. The cover photo is a colorful, patterned image. The page includes a navigation bar with links for Timeline, About, Photos (1,988), Friends (634), and More. A post is highlighted with a white oval, showing Kelsey Meek sharing a link via GiveAWOW on February 20. The post content includes the GiveAWOW logo and the text "Kelsey received recognition! Congratulations on your success at Terryberry!". Below the post, there are options to Like, Comment, Promote, or Share, and a list of users who liked the post, including Jenny Seck Watkins, Patty Delavergne Brow, and Lauren Jennifer Ganapis.



we've got an app for that.

Receive Recognition via Text

Barker has given you the Attitude!



Employee Engagement...

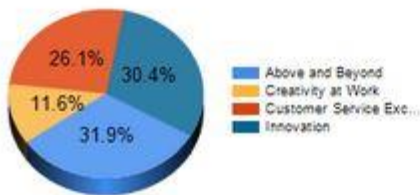
we've got an **app** for that.

ADMIN DASHBOARD

Nomination Reports

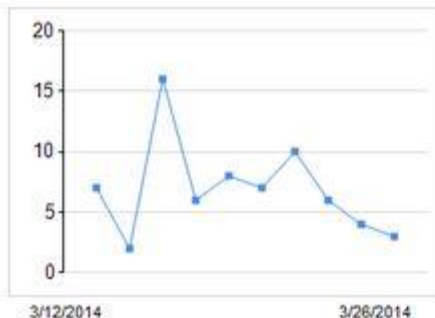
Nominations by Criteria

Percent Total



3/12/2014-3/26/2014

Daily Award Level Nominations



3/12/2014

3/26/2014

Start Date

3/12/2014

End Date

3/26/2014

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



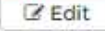












Engagement Summary

Comparing last 7 days compared to prior 7 days

- 32 active out of 353 total users. **+7** compared to last week.
- 66 visits this week. **+5** compared to last week.
- 130 Recognition Posts, Comments, and Applause this week. **-1** compared to last week.
- 280 unreviewed nominations. **10** new ones this week.

APPROVALS

Approval Queue

08/16/2016 Award #416336	WOW! Award awarded to Aaron Aaronson for Dedication from Aaron Marsh	 Approve  Decline  Edit
08/17/2016 Award #416548	WOW! Award awarded to Jeremy Nelson for Above & Beyond from Alex Allion	 Approve  Decline  Edit
08/17/2016 Award #416621	WOW! Award awarded to Austin Hoffman for Achieving Potential from Jonathan Gillespie	 Approve  Decline  Edit
08/18/2016 Award #416935	WOW! Award awarded to Bruce Heisler for Customer Service Excellence from Justin Anderson	 Approve  Decline  Edit
08/18/2016 Award #417067	WOW! Award awarded to Aaron Aaronson for Customer Service Excellence from Justin Anderson	 Approve  Decline  Edit

To view your approvals click on the link to your Admin Dashboard

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

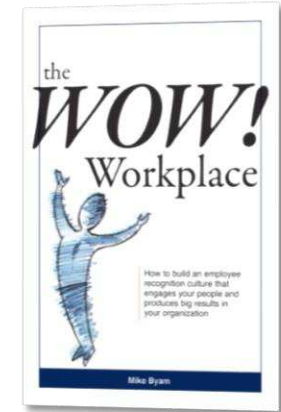
Q&A



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

 Follow us on Twitter. www.twitter.com/terryberryco

 Like us on Facebook. www.facebook.com/TerryberryCompany

 Follow us on Pinterest. www.pinterest.com/terryberryco

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



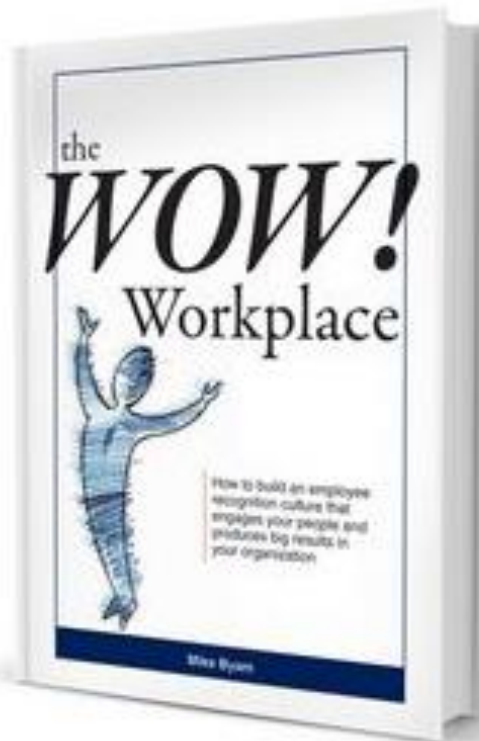
HRCI ORG-PROGRAM: **279645**



SHRM Activity ID: **16-MEUYT**

The WOW! Workplace

by Mike Byam



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
www.Amazon.com

E-book: www.smashwords.com



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ONE SHRM PDC



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SHRM Activity ID: **16-MEUYT**