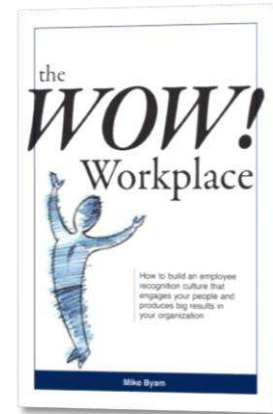


Mastering Peer-to-Peer Recognition



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





Meet the Recognition Experts via Chat



Scott VanderLeek | National Recognition Expert, Grand Rapids, MI



Terryberry Marketing | Grand Rapids, MI & Savannah, GA

AGENDA

Why Peer Recognition?

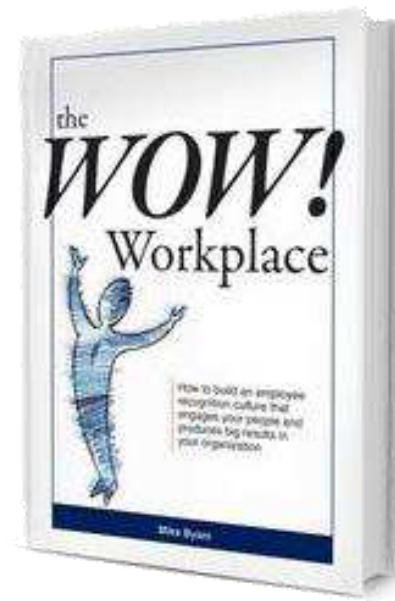
Best practices for peer recognition programs today

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?



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

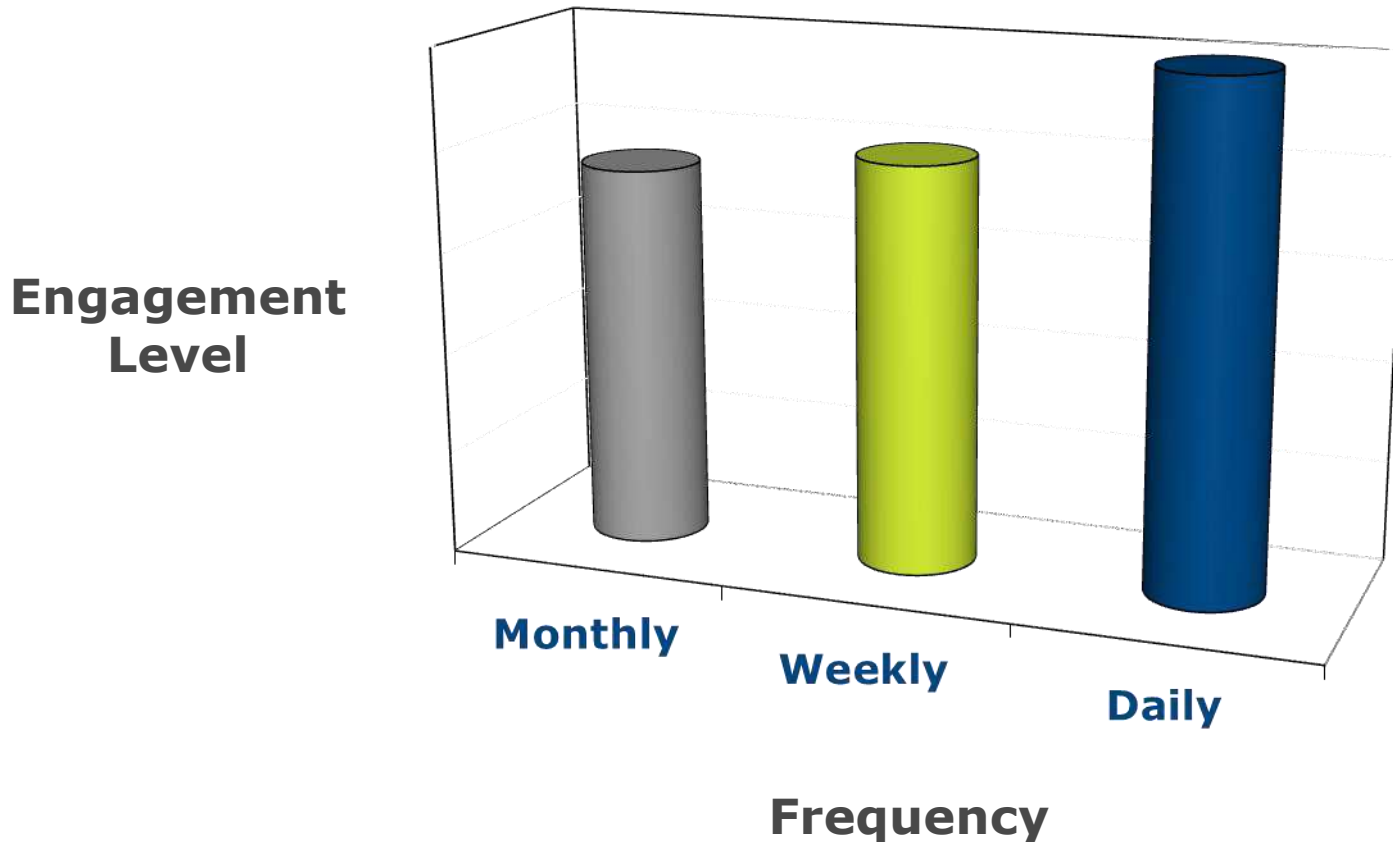
Day-to-Day

- 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!**

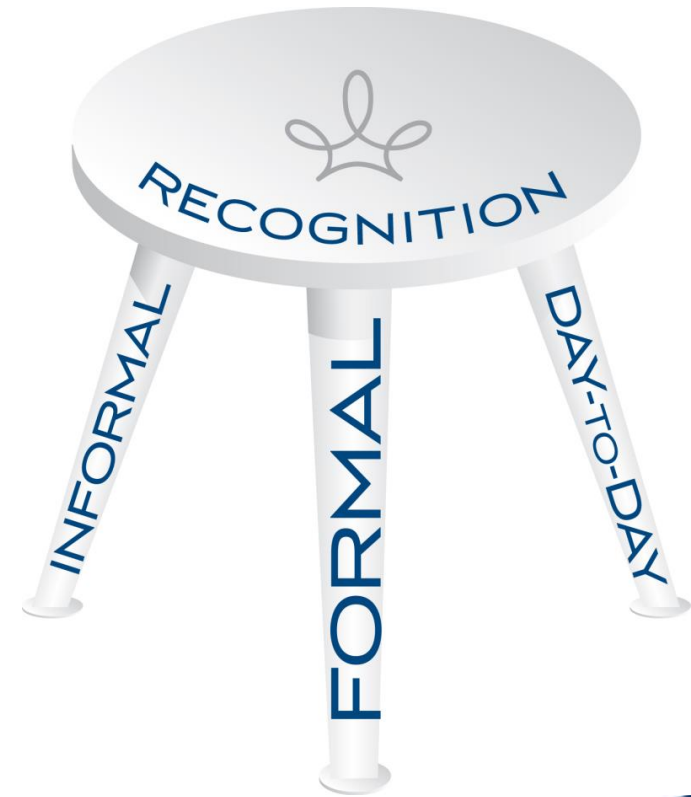
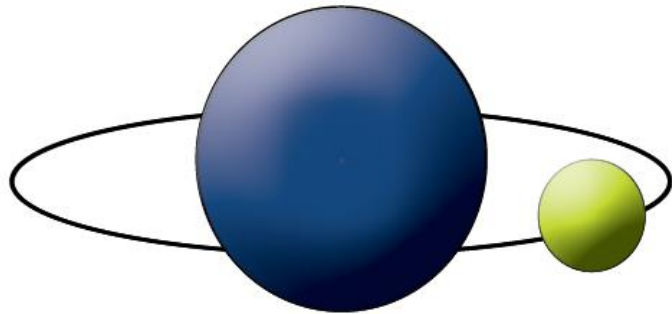
Best Practices for an Effective Recognition Program



Terryberry

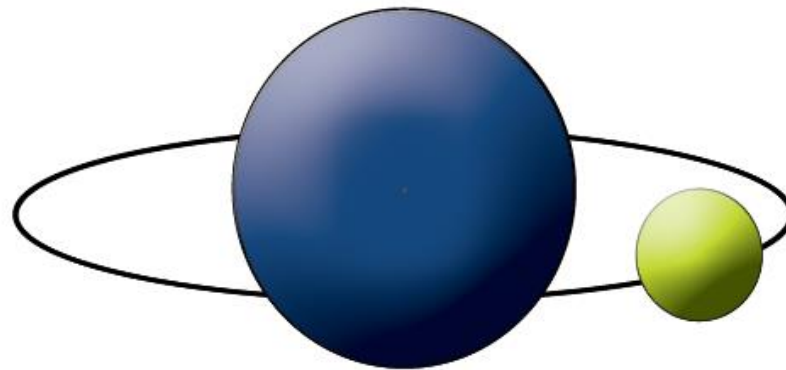
Establish a Recognition Strategy

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



Only **50%** of all recognition programs are tied to the organization's core values.

2015 EMPLOYEE RECOGNITION REPORT, SHRM



CREATING AN EFFECTIVE NOMINATION FORM

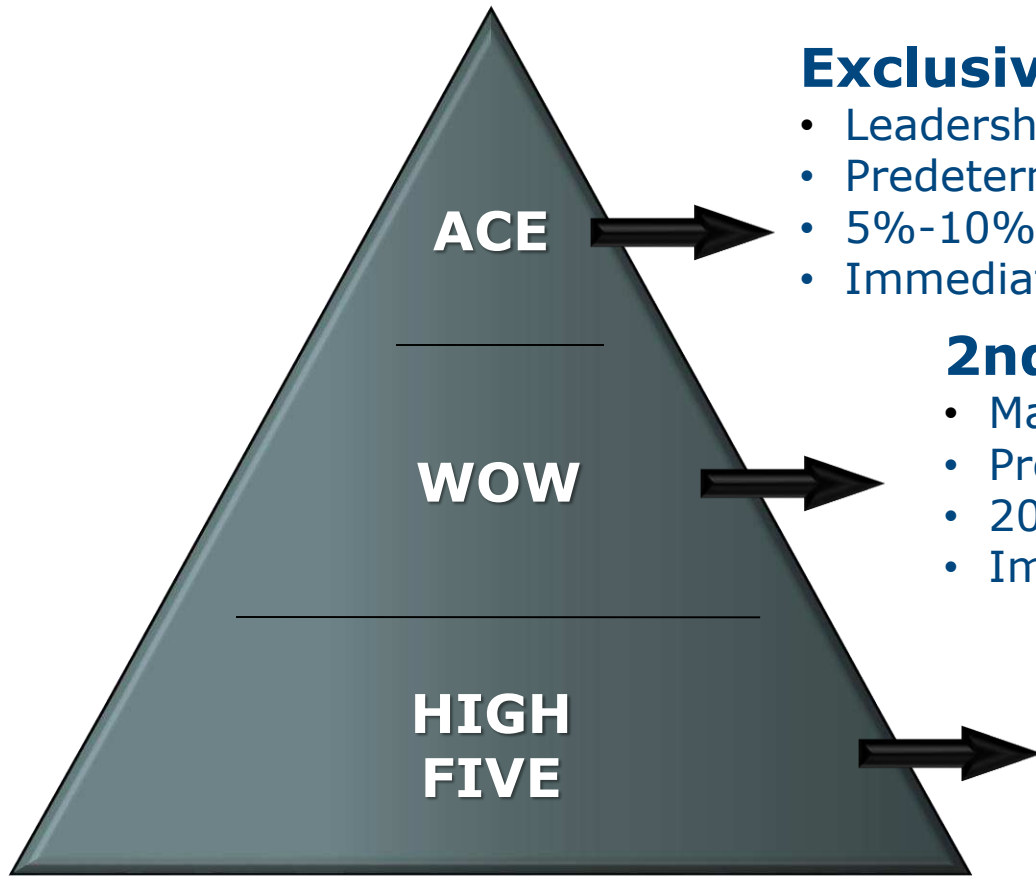
Less is More

- 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 Epólito
- 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 is 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

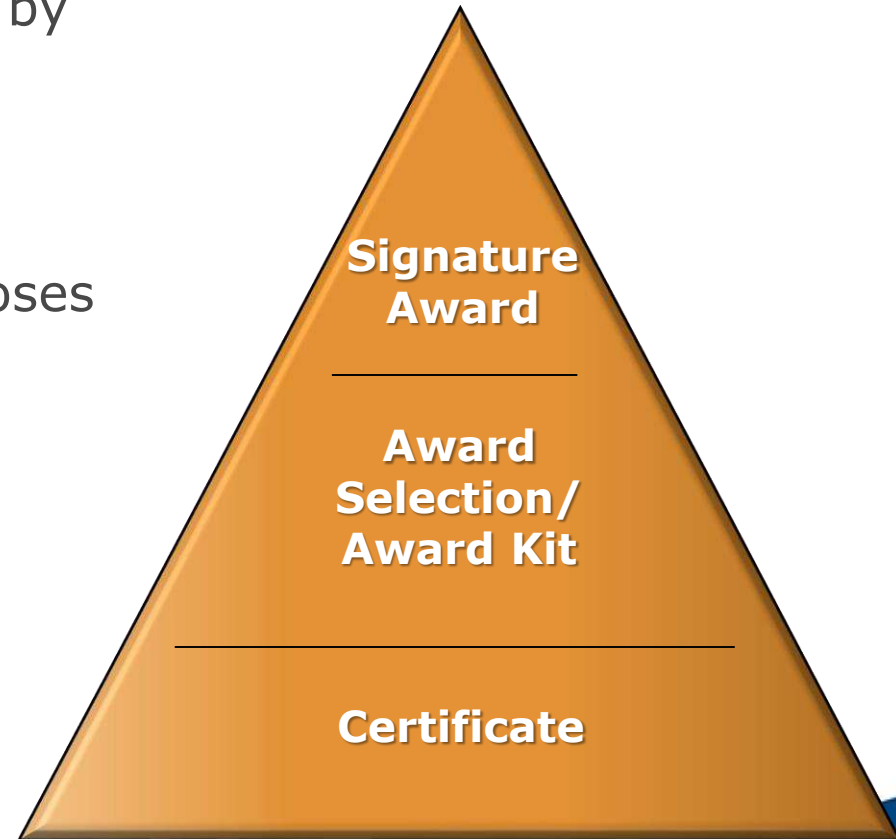
Entry Level Award

- 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

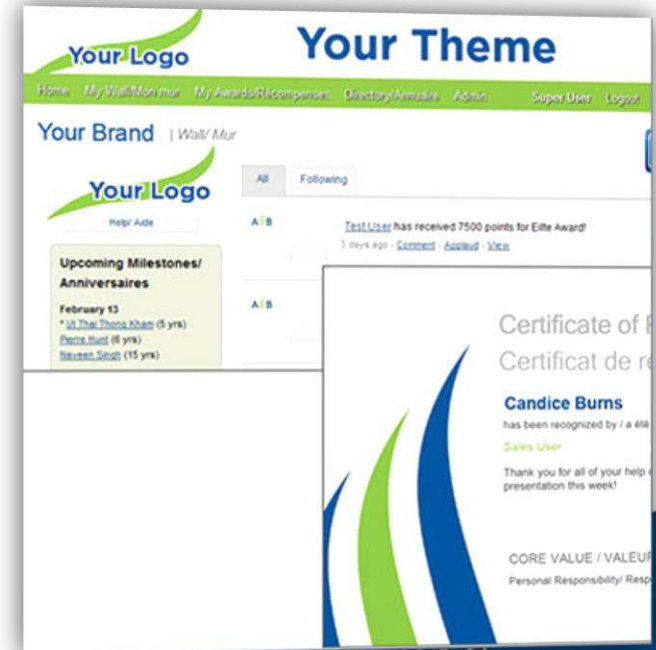
Streamline the Review Process

- 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.terryberry.com/demo



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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'. It also lists personal details like hire date (March 27, 2013) and job title (GAW Specialist). The main section displays a 'Wall' of recognition, including an ecard from Dan Cumings and a certificate from Drew Beckeman. A hand cursor is pointing to the 'give a WOW' button in the top right corner.

give a WOW Home My Wall My Awards Inbox Directory Kelsey + Q give a WOW

Brad Sytsma's Wall

LETLE SYSTEMS, INC.
Brad Sytsma

Give a WOW! Ecard Follow

Hire Date: March 27, 2013
Birthday: March 18
Job Title: GAW Specialist
Email: BSytsma@terryberry.com

People Brad is following: Brad is not following anyone
People following Brad: Patricia Bloomquist, April Grandy

Dan Cumings received recognition from **Brad Sytsma** for Above and Beyond
Thanks for helping me find and fix that recursive manager error for Neyra this morning. This has been a difficult build and launch process, and you calmly saved the day.
3 days ago

KEEP CALM AND CARRY ON
Applaud (8) Certificate
Robert Ruhlman and 7 other users applauded


Patricia Bloomquist commented:
Nice work Dan!
2 days ago

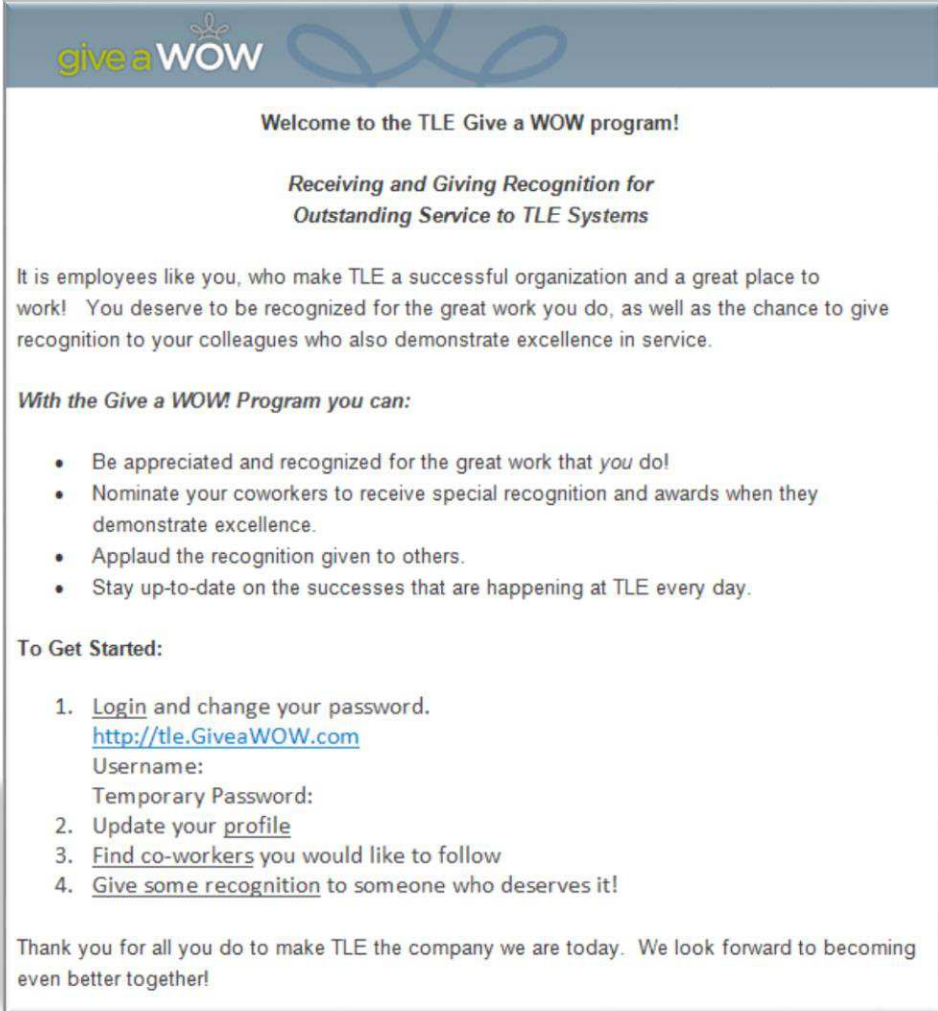
Justin Anderson received an ecard from **Brad Sytsma**.
Applaud (5) View Ecard
Patricia Bloomquist and 4 other users applauded
16 days ago



Brad Sytsma received recognition from **Drew Beckeman** for Innovation
Brad, Thank you for putting together some extremely valuable GAW tools (GAW Deep Dive PPT & Tips for Increasing Employee Participation)! Your ability to convert your expertise into documents that us salespeople can use is beyond helpful... See More
18 days ago

YOU'RE AWESOME
Applaud (12) Certificate
Julie Ebdon and 11 other users applauded

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.



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 displays the 'give a WOW' website interface. At the top, a navigation bar includes 'Home', 'My Wall', 'My Awards' (with a notification icon), 'Inbox', 'Directory', and a user profile 'Kelsey'. A search bar and a 'Filters' button are also present. On the left sidebar, there is a 'LETLE SYSTEMS, INC.' logo, a 'My Awards' section with a '1+' notification, and an 'Upcoming Milestones' calendar for February 17 and 22. The main content area features a post by 'Dan Cumings and Jeremy Bell' receiving recognition from 'Anthony Leimeist' for 'Above and Beyond'. Below this is a post by 'Patricia Bloomquist' celebrating 'Pamela Way's' birthday with an ecard. The interface includes options to 'Applaud', 'Comment', and 'View Ecard'.

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, the navigation bar includes 'Home', 'My Wall', 'My Awards', 'Inbox', 'Directory', and 'Kelsey'. A search button with the give a WOW logo is in the top right. On the left sidebar, there is 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 post from Anthony Leimeister recognizing Dan Cumings and Jeremy Bell for 'Above and Beyond' with an 'Applaud' button. Below it is a post from Patricia Bloomquist recognizing Pamela Way with a 'View Ecard' button. The bottom section shows 'Upcoming Milestones' for February 17 and 22, listing names like Paula Thwaites, Charlene Messer, Jase Songaila, Donna Krueger, Elizabeth Kitchel, and Michelle Driskott. Annotations with arrows point to the 'Directory' link in the navigation bar, the search button, and the 'give a WOW' button in the post interaction area.

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!

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!!



Terryberry

SOCIAL MEDIA INTEGRATION

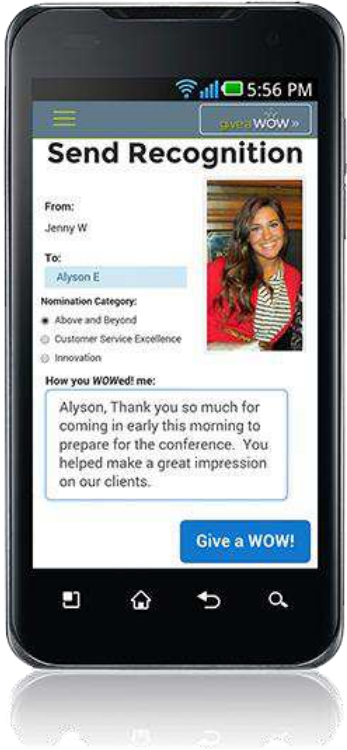
The screenshot shows the GiveAWOW user profile for Kelsey Meek. The header includes navigation links: Home, My Wall, My Awards, Inbox, Directory, and Kelsey. The main content area is titled "My Wall" and features a post from Jenny Watkins for Innovation, dated 13 days ago. The post includes a graphic with the text "Thank You" and "A JOB WELL DONE!" and lists various languages of appreciation: Grazie, Danke, Takk, Merci, Mahalo, Dhanyawaad, Gracias, and Xie Xie. Below the post, there are comments from Donna Krueger, Elizabeth Oates, and Kelly DeBoer, all dated 13 days ago. A second post from Jenny Watkins, dated 20 days ago, shows an ecard received from Kelsey Meek, with comments from Patricia Bloomquist, Nicole Whitman, and Michelle Prickett. The left sidebar contains the Lettle Systems, Inc. logo, a "My Awards" section, a profile picture of Kelsey Meek, and personal information: Hire Date (January 3, 2012), Birthday (August 27), Job Title (MKTGSPEC), and Email (kmeek@terryberry.com). At the bottom of the sidebar, it lists "People you are following" including Donna Krueger and Jenny Watkins.

The screenshot shows the Facebook profile for Kelsey Meek. The profile picture is a circular portrait of Kelsey. The cover photo is a colorful, patterned image. The profile name "Kelsey Meek" is displayed, along with "Update Info" and "Activity Log" buttons. The navigation tabs include Timeline, About, Photos (1,988), Friends (634), and More. The main content area shows a post from Kelsey Meek, dated February 20, which is a link share to GiveAWOW. The post text reads "Kelsey received recognition!" and includes the GiveAWOW logo and a link to www.giveawow.com. Below the post, there are "Like", "Comment", "Promote", and "Share" options, and a list of users who liked the post: Jenny Seck Watkins, Patty Delavergne Brow, and Lauren Jennifer Ganapis. A speech bubble is drawn around the post, pointing towards the social media icons below.



we've got an app for that.

Receive Recognition via Text



Employee Engagement...

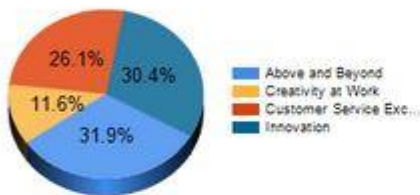
we've got an **app** for that.

ADMIN DASHBOARD

Nomination Reports

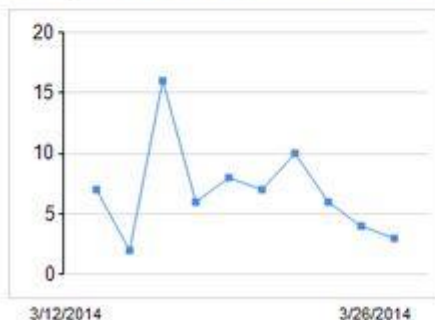
Nominations by Criteria

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



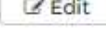






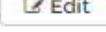

























Engagement Summary

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	  
	 Info  Print  Stat  Users	
08/17/2016 Award #416548	WOW! Award awarded to Jeremy Nelson for Above & Beyond from Alex Allion	  
	 Info  Print  Stat  Users	
08/17/2016 Award #416621	WOW! Award awarded to Austin Hoffman for Achieving Potential from Jonathan Gillespie	  
	 Info  Print  Stat  Users	
08/18/2016 Award #416935	WOW! Award awarded to Bruce Heisler for Customer Service Excellence from Justin Anderson	  
	 Info  Print  Stat  Users	
08/18/2016 Award #417067	WOW! Award awarded to Aaron Aaronson for Customer Service Excellence from Justin Anderson	  
	 Info  Print  Stat  Users	

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

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

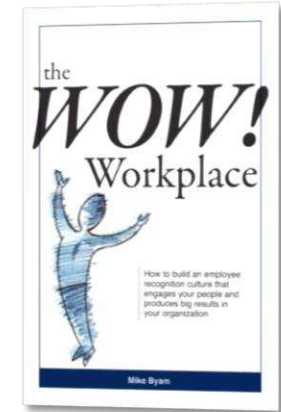
Q&A



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



Terryberry

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



*WorldatWork Society of
Certified Professionals®*



HRCI ORG-PROGRAM:
317467

SHRM Activity ID:
17-7HIF5



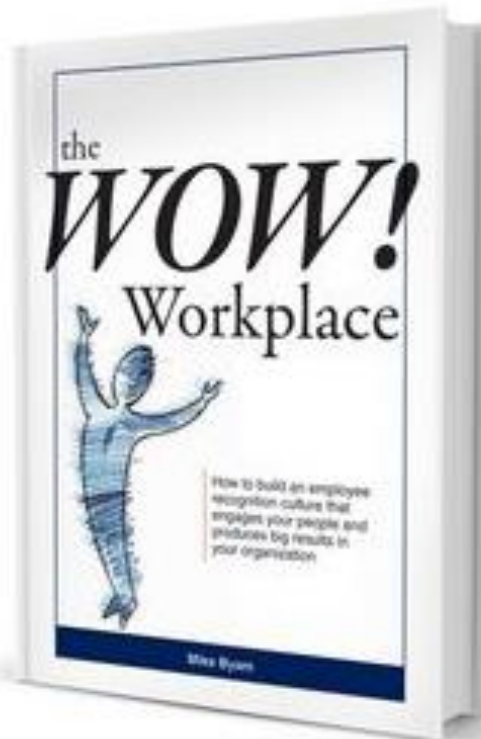
Excited about my session at #SHRM17
June 19th | 4:00 PM - 05:15 PM

RSVP for Your Free #SHRM17 Gift:
www.terryberry.com/shrm-2

BOOTH #3123

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 General HRCI Credit, ONE
WorldatWork and ONE SHRM PDC



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HRCI ORG-PROGRAM:
317467

SHRM Activity ID:
17-7HIF5