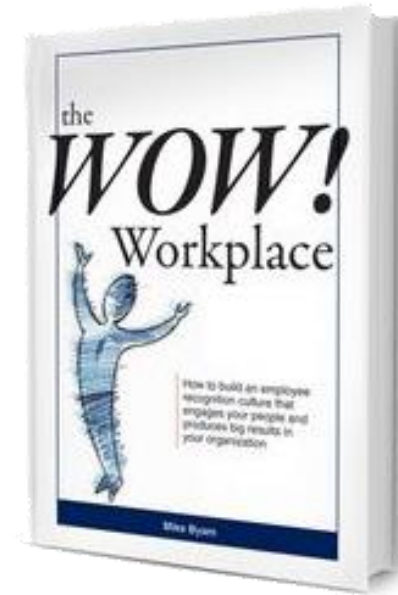


# Mastering Peer-to-Peer Recognition



**Mike Byam**

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



## Meet the Recognition Experts via Chat



**Rhonda Helmeczi**  
Business Development Manager  
Calgary, Alberta



**Michelle Nedved**  
Sales Development Specialist  
Grand Rapids, Michigan

# AGENDA

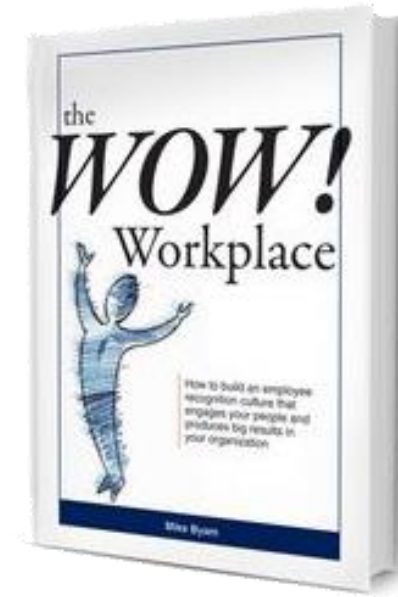
Why Peer Recognition?

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

Easy, Flexible & Powerful

Bridging the GAP

**89%** of organizations have a recognition program currently in place. – WorldatWork

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**#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

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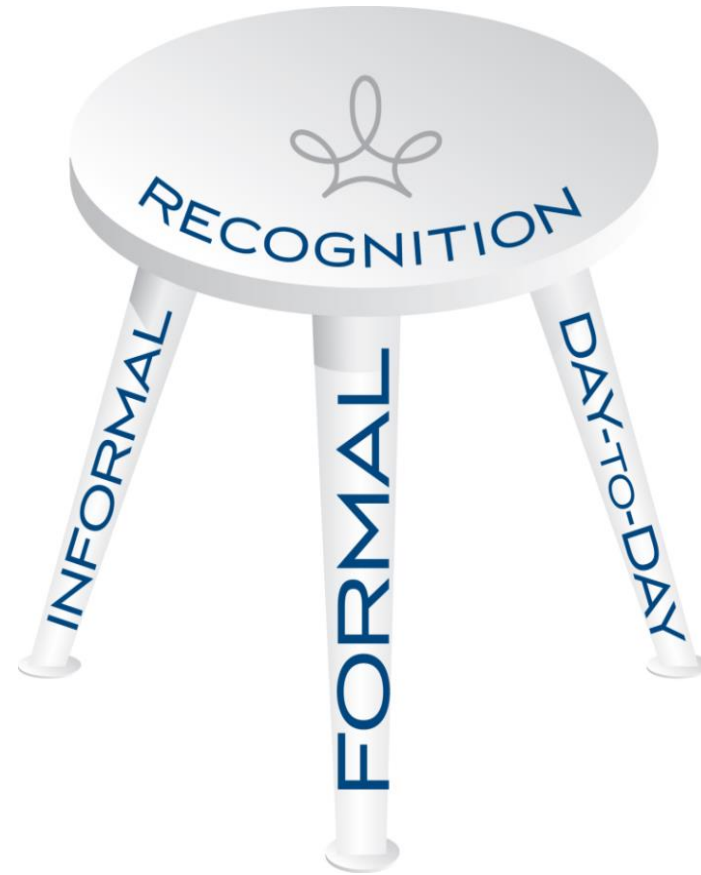
Only **14%** of organizations provide managers with the necessary tools for rewards and recognition.

– Aberdeen Group



## Informal

- Casual structure, defined criteria
- Peer-to-Peer
- Frequently minimal investment



## Day-to-Day

- Manager/Employee interactions
- Peer/Peer interactions

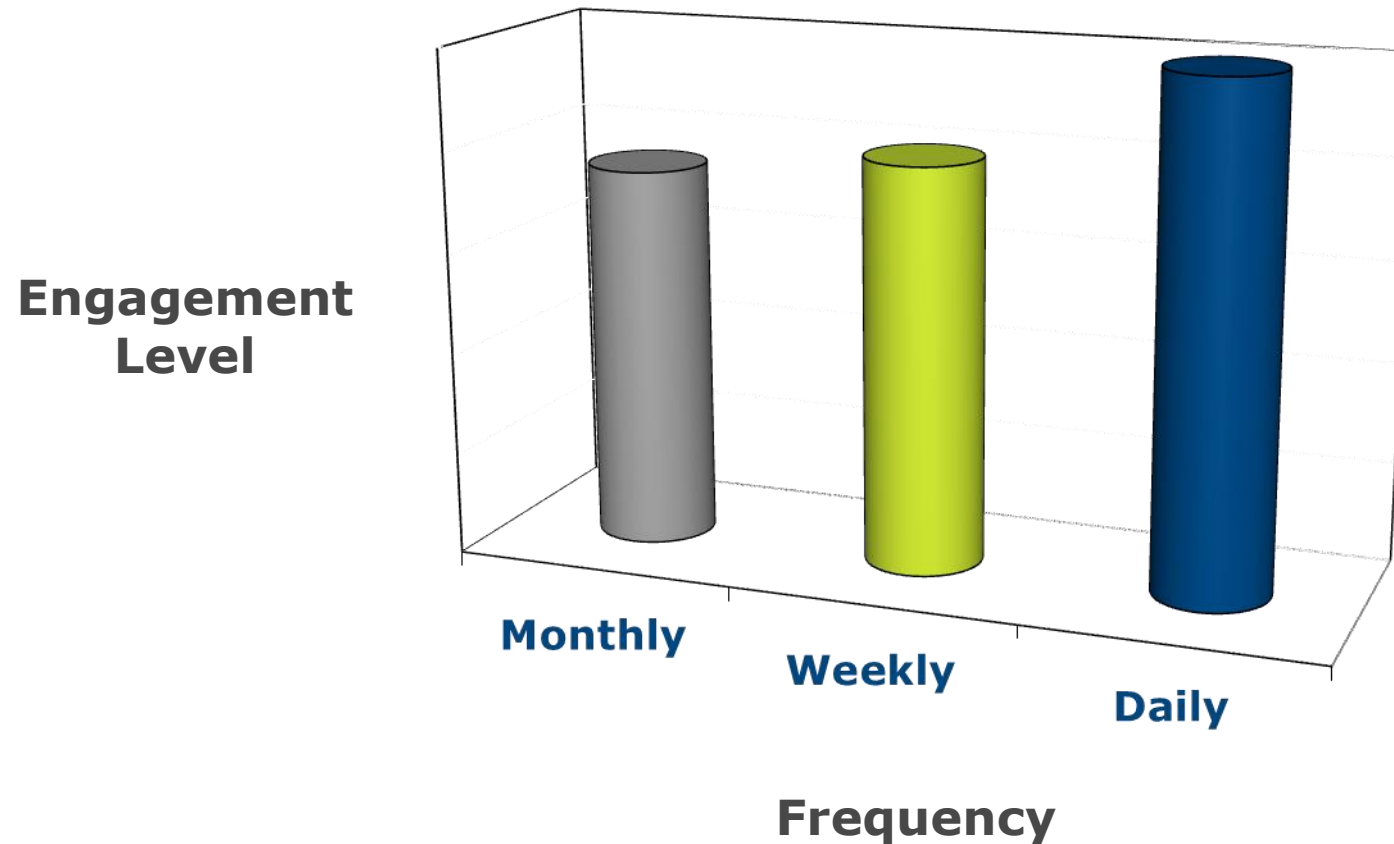
## Formal

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





# Recognition Drives Engagement



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

**49%** of employers used peer to peer recognition programs last year

*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*

# 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 for an Effective Recognition Program

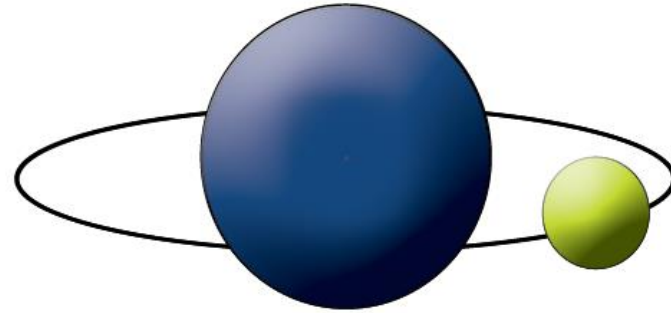


# Establish a Recognition Strategy

- ❑ Think **Macro**, not Micro

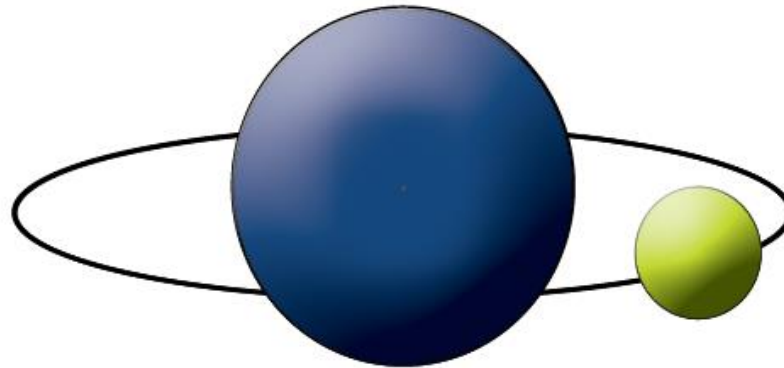
- ❑ Mission Statement: **Mission, Vision, Values**

- ❑ **ABC's**: Attitudes, Behaviors, Contributions



Only **60%** of all recognition programs are tied to the organization's core values.

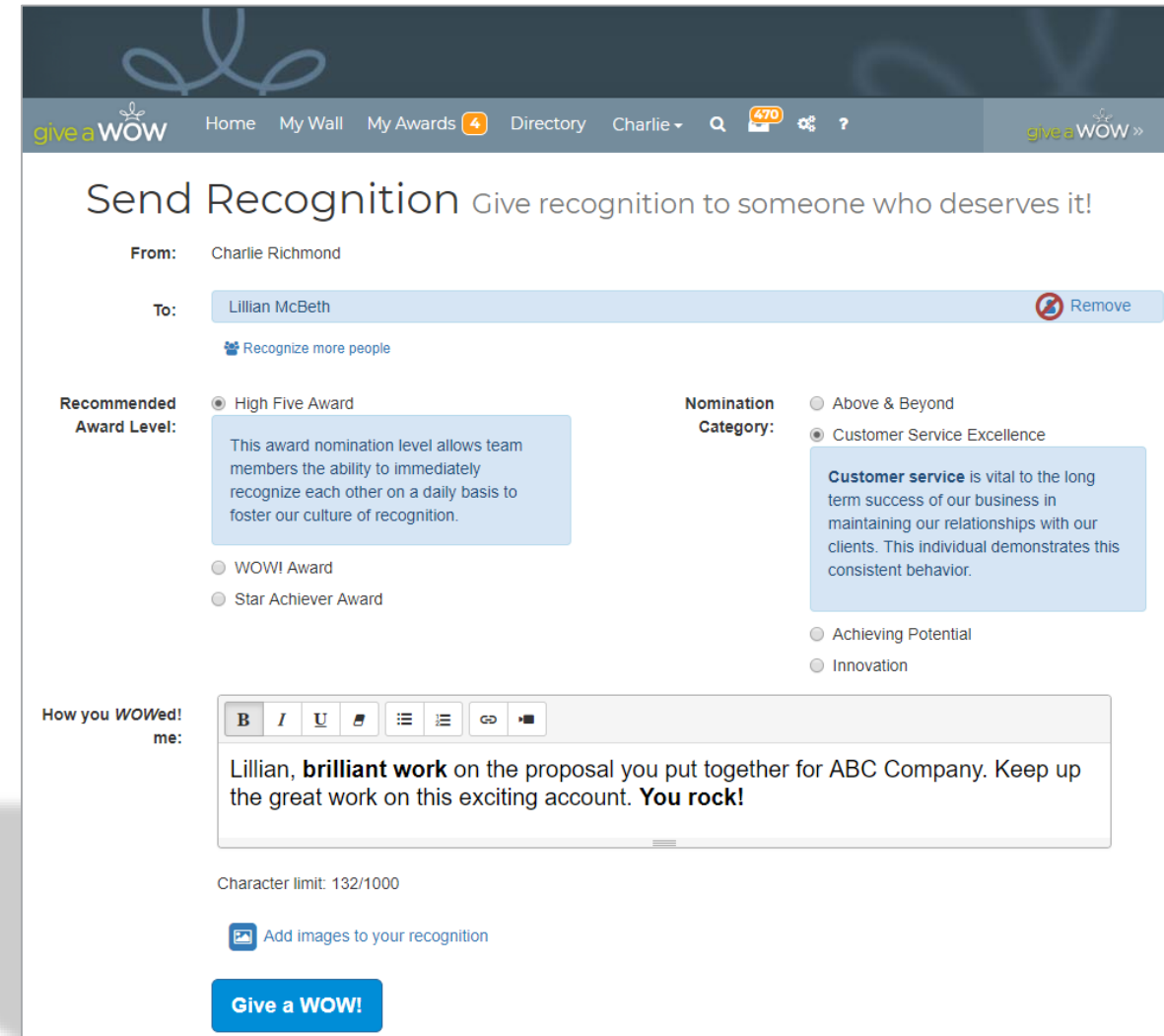
SHRM Survey



# CREATING AN EFFECTIVE NOMINATION FORM

## Less is More

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



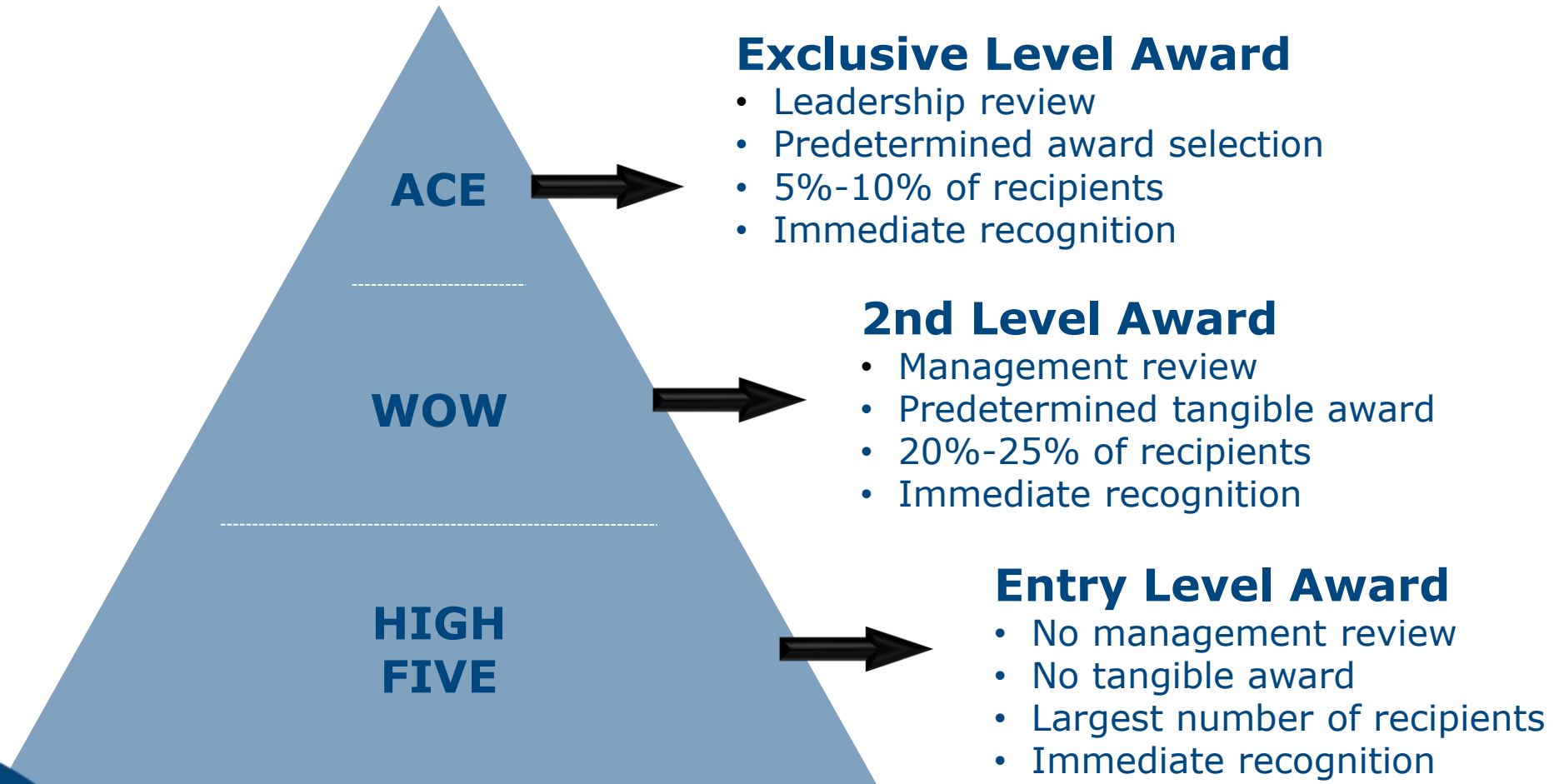
The screenshot shows the 'give a WOW' web application interface for sending recognition. The header includes the logo and navigation links: Home, My Wall, My Awards (4), Directory, and a user profile for Charlie. The main heading is 'Send Recognition Give recognition to someone who deserves it!'. The form fields are as follows:

- From:** Charlie Richmond
- To:** Lillian McBeth (with a 'Remove' button and a link to 'Recognize more people')
- Recommended Award Level:**
  - ☒ High Five Award: This award nomination level allows team members the ability to immediately recognize each other on a daily basis to foster our culture of recognition.
  - ☐ WOW! Award
  - ☐ Star Achiever Award
- Nomination Category:**
  - ☐ Above & Beyond
  - ☒ Customer Service Excellence: Customer service is vital to the long term success of our business in maintaining our relationships with our clients. This individual demonstrates this consistent behavior.
  - ☐ Achieving Potential
  - ☐ Innovation
- How you WOWed! me:** A text area with a rich text editor toolbar. The text entered is: 'Lillian, **brilliant work** on the proposal you put together for ABC Company. Keep up the great work on this exciting account. **You rock!**'

At the bottom, there is a character limit indicator (132/1000), a link to 'Add images to your recognition', and a prominent blue 'Give a WOW!' button.

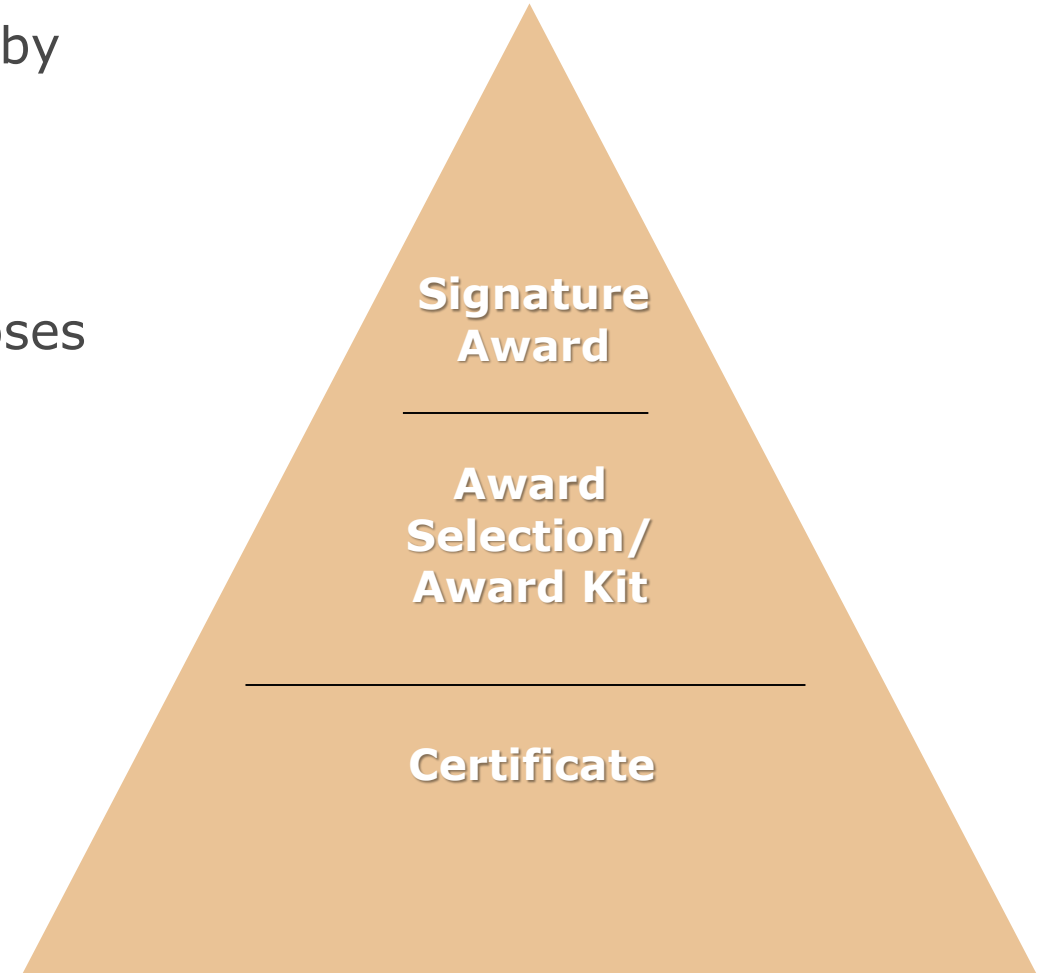


# TIERED AWARD STRUCTURE



# 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



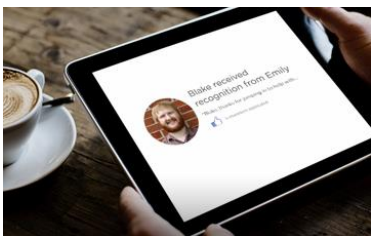
Sign up for a FREE TRIAL of a Peer Recognition Program >> [www.terryberry.com/demo](http://www.terryberry.com/demo)



# 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!"





# PERSONAL RECOGNITION WALL

Displays recognition  
you've given & received

Redeem & select your  
awards

View upcoming  
milestones

Applaud & comment on  
peer's recognition

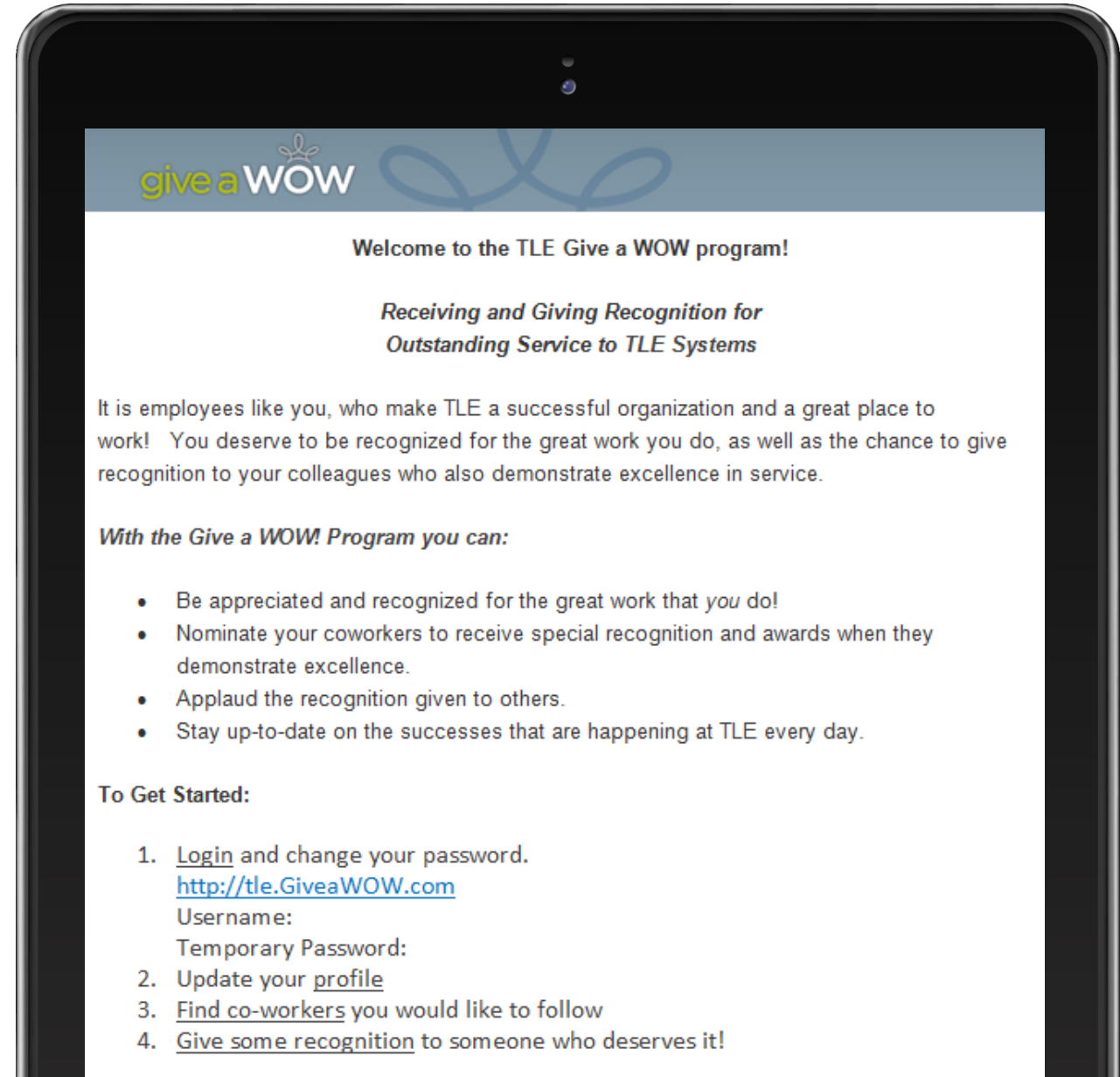


# WELCOME EMAIL

Receive a “Welcome to your Recognition Program” email.

Quick overview of the goals and features of the program

Login instructions on how to get started using the program



# THE RECOGNITION WALL

Navigate  
the site

Redeem  
your  
awards

Comment &  
applaud  
recognition

See  
Upcoming  
Events

The screenshot shows the 'give a WOW' website interface. The top navigation bar includes links for Home, My Wall, My Awards, Directory, and a user profile 'Kelsey'. The left sidebar features the 'LETLE SYSTEMS, INC.' logo, a 'Marquee' section, and a 'Give a WOW! Mobile Apps' section with links for iPhone and Android apps. Below this is an 'Upcoming Milestones' section with dates from September 6 to 8, listing names and their tenure. The main content area displays two award announcements. The first announcement for Paul Kuiper includes an 'Applaud (2)' button and a 'Certificate' button. The second announcement for Melanie Olson includes an 'Applaud (10)' button and a 'Certificate' button. A comment from Charlotte Richmond is visible below the second announcement. The right sidebar shows a 'My Awards' section with a 'Redeem points' button and a 'My Wellness' section with a 'Wellness home' button. Callouts with arrows point to various elements: 'Navigate the site' points to the navigation bar, 'Redeem your awards' points to the 'Redeem points' button, 'Comment & applaud recognition' points to the 'Applaud' buttons and the comment section, and 'See Upcoming Events' points to the 'Upcoming Milestones' section.

give a WOW

Home My Wall My Awards Directory Kelsey

LETLE SYSTEMS, INC.

Marquee

Give a WOW! Mobile Apps

iPhone App

Android App

Give a WOW! on the Go!

Oct 4 2013

Upcoming Milestones

September 6

Michelle Nedved - (1 Years)

Matt McIntosh - (13 Years)

September 7

Kieran Nelson - (3 Years)

Tram Tran - (19 Years)

September 8

Paul Kuiper received 25 Points for Walking Wednesdays

Applaud (2) Certificate

Brenda Winget and Amber Zaucha applauded

Comment...

Melanie Olson received an On the Spot Award from Mike Anderson!

Congrats on landing Stones Jewelry as a new client! We love seeing new clients, especially ones that support the folks in the factory by ordering custom lapel pins. Nice work!

Applaud (10) Certificate

You and 9 other users applauded

Show 1 remaining comment(s)

Charlotte Richmond commented:  
Well done Mell!

give a WOW

My Awards

You have 3740 points to spend.

Redeem points

My Wellness

LETLE SYSTEMS, INC.

Wellness home

# GIVING RECOGNITION

3 ways to give recognition:

The screenshot displays the 'give a WOW' website interface. The top navigation bar includes links for Home, My Wall, My Awards, Directory, and a user profile dropdown for Kelsey. A search icon is located next to the user profile. The main content area shows a post by Paul Kuiper, who received 25 points for 'Walking Wednesdays'. The post includes a photo of Paul Kuiper and a button to 'Applaud (2)'. Below the post, there is a section for 'Upcoming Milestones' with dates from September 6 to September 8. The right sidebar features a 'My Awards' section with a 'Redeem points' button and a 'My Wellness' section with a 'Wellness home' button. The bottom of the page shows a comment from Charlotte Richmond.

Search Button

The Directory

The give a WOW button

# GIVING RECOGNITION

- Choose an Award Level
- Pick which category you think best describes why you're giving the recognition.
- Describe why this person deserves to be recognized.
- Add an image. (Optional)
- Give Recognition

The screenshot shows the 'give a WOW' web application interface. At the top is a navigation bar with the logo and links for Home, My Wall, My Awards (with a notification badge showing 4), Directory, and a user profile for Charlie. A search bar and a notification badge showing 470 are also present. The main heading is 'Send Recognition' with the tagline 'Give recognition to someone who deserves it!'. The 'From' field is filled with 'Charlie Richmond'. The 'To' field contains 'Lillian McBeth' with a 'Remove' button. Below this is a link to 'Recognize more people'. The 'Recommended Award Level' section has three radio button options: 'High Five Award' (selected), 'WOW! Award', and 'Star Achiever Award'. A description box for the 'High Five Award' states: 'This award nomination level allows team members the ability to immediately recognize each other on a daily basis to foster our culture of recognition.' The 'Nomination Category' section has five radio button options: 'Above & Beyond', 'Customer Service Excellence' (selected), 'Achieving Potential', and 'Innovation'. A description box for 'Customer Service Excellence' states: 'Customer service is vital to the long term success of our business in maintaining our relationships with our clients. This individual demonstrates this consistent behavior.' The 'How you WOWed! me:' section features a rich text editor with a toolbar containing bold, italic, underline, link, list, and image icons. The text entered is: 'Lillian, **brilliant work** on the proposal you put together for ABC Company. Keep up the great work on this exciting account. **You rock!**'. At the bottom, there is a character limit indicator 'Character limit: 132/1000', a link to 'Add images to your recognition', and a large blue button labeled 'Give a WOW!'.

give a WOW

Home My Wall My Awards 4 Directory Charlie 470 ? give a WOW »

## Send Recognition

Give recognition to someone who deserves it!

From: Charlie Richmond

To: Lillian McBeth Remove

Recognize more people

**Recommended Award Level:**

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

**Nomination Category:**

- ☐ Above & Beyond
- ☒ Customer Service Excellence  
Customer service is vital to the long term success of our business in maintaining our relationships with our clients. This individual demonstrates this consistent behavior.
- ☐ Achieving Potential
- ☐ Innovation

How you WOWed! me:

**B I U** [List] [Link] [Image]

Lillian, **brilliant work** on the proposal you put together for ABC Company. Keep up the great work on this exciting account. **You rock!**

Character limit: 132/1000

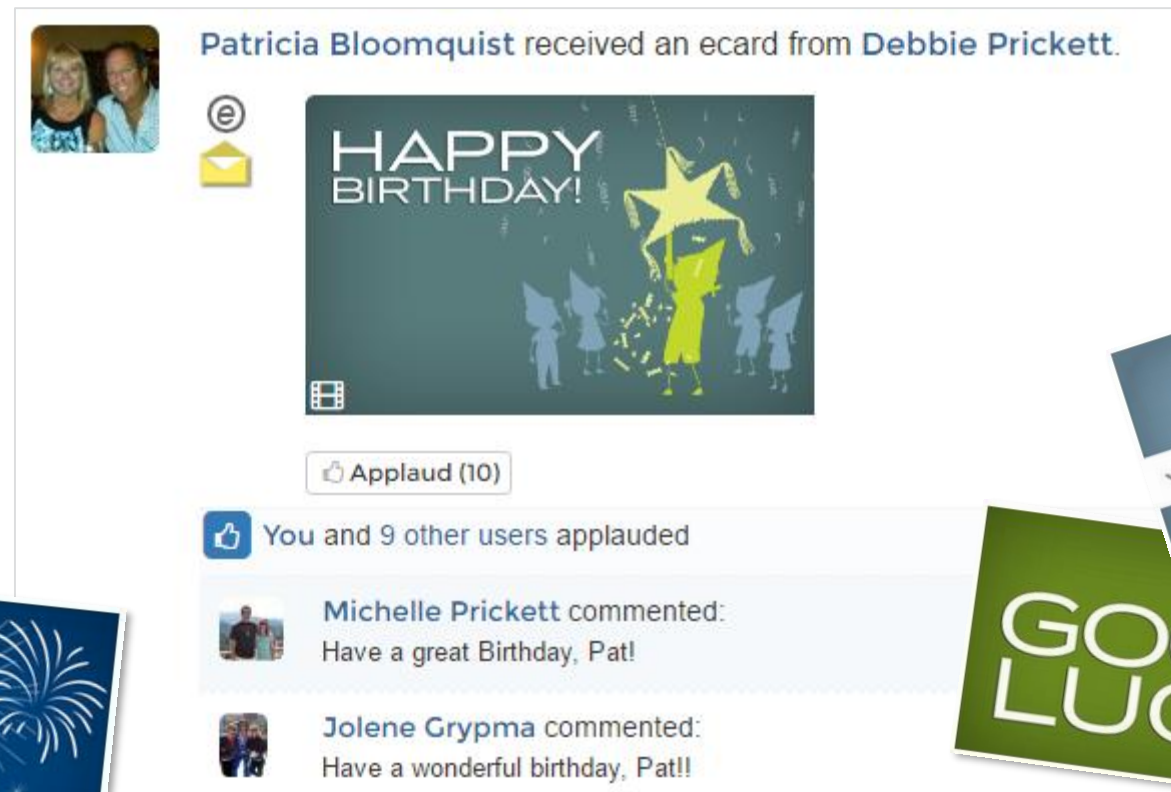
Add images to your recognition

**Give a WOW!**



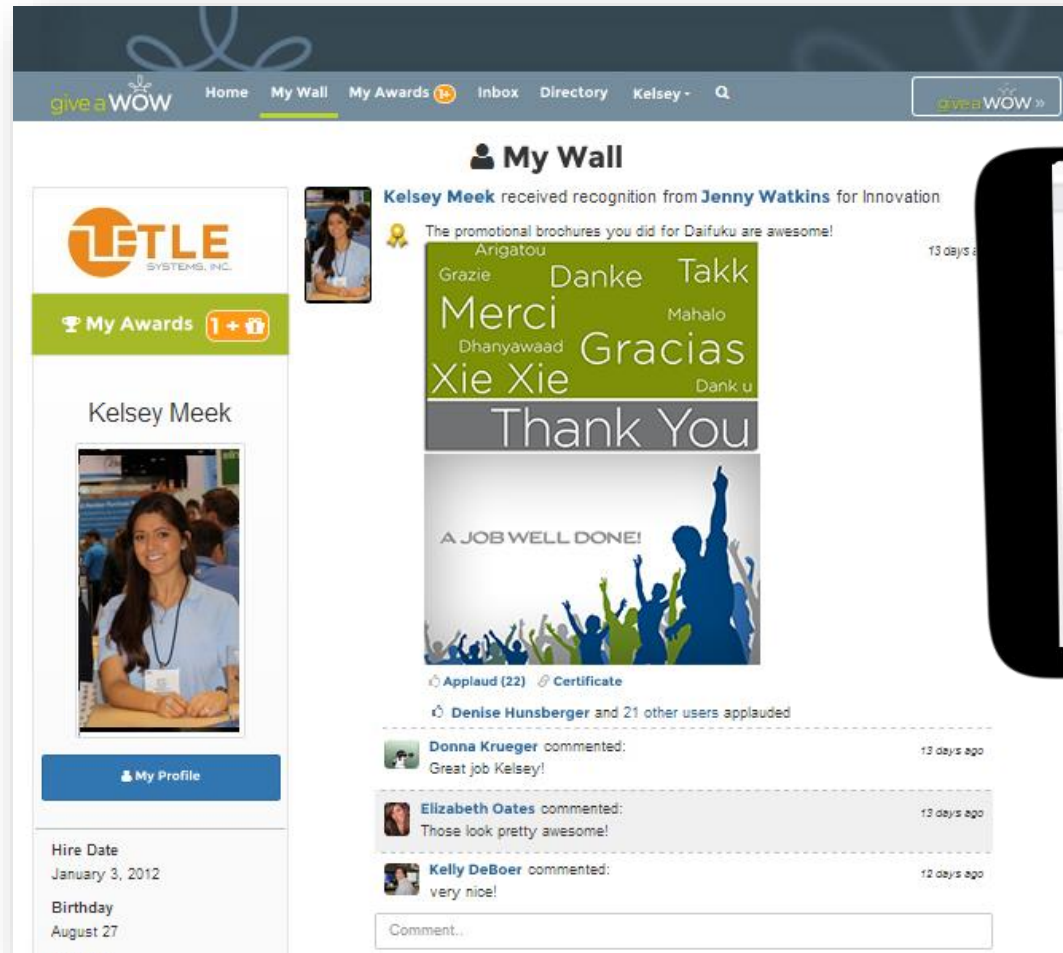
# SEND AN E-CARD

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

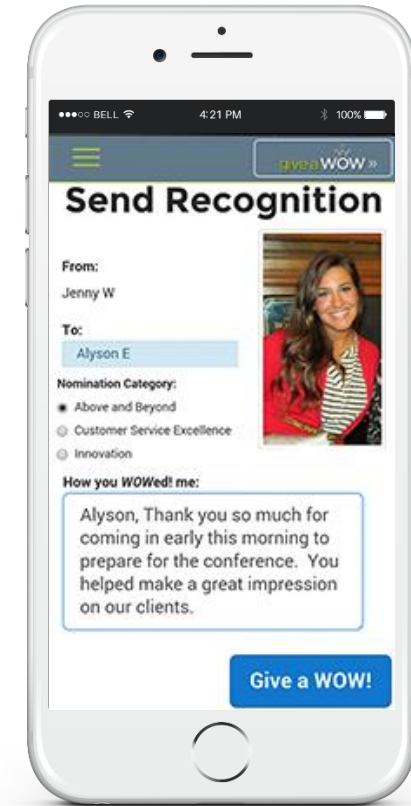




# SOCIAL MEDIA INTEGRATION



# Employee Engagement...



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

**Receive Recognition via Text**

# ADMIN DASHBOARD

## From the Admin Dashboard you can view:

- Your Approval Queue
- Engagement Summary: amount of activity occurring on the site each week
- Nominations by Category  
The Daily Award Level Nominations

## Dashboard

Open Approvals

10

[Manage >](#)

Unredeemed Points

16833121

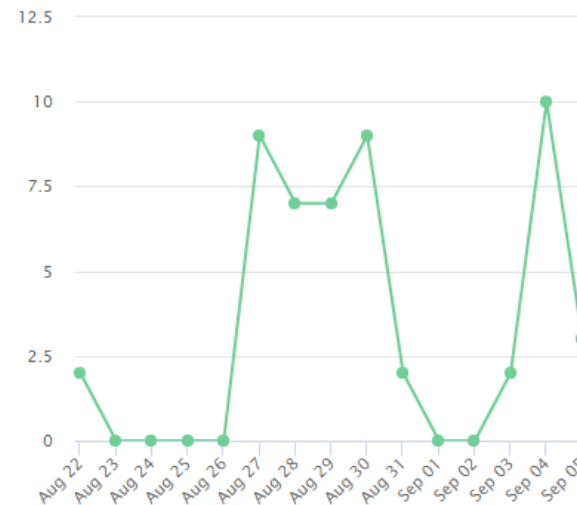
[Give Points >](#)

Orders Placed this Month

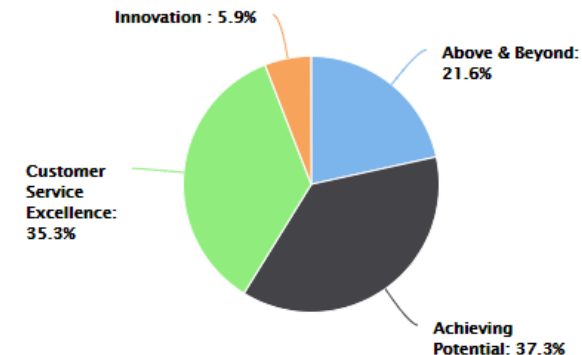
0

[Manage >](#)

Daily Nominations



Nominations by Category



Engagement Summary

26	52
Logins	Visits
▲ 53%	▲ 68%
28	4
Posts & Comments	Approvals
▲ 8%	▼ 95%



Terryberry

# APPROVALS

## Dashboard

### Approval Queue

Filter Recipients

Location

Search for Location

Apply

Clear

Order By Date

08/16/2018

Award #776931

WOW! Award awarded to Kris Fortman for Customer Service Excellence from Mike Anderson

Info

Print

Stat

Users

✓  
Approve

🗑️  
Delete

✎️  
Edit

09/04/2018

Award #787246

WOW! Award awarded to Bruce Heisler for Customer Service Excellence from Justin Anderson

Info

Print

Stat

Users

✓  
Approve

🗑️  
Delete

✎️  
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.

# Questions



**Mike Byam**

Managing Partner, Terryberry  
[mbyam@terryberry.com](mailto:mbyam@terryberry.com)

[www.terryberry.com](http://www.terryberry.com)



This program is pre-approved for  
One CPHR CPD, General HRCI Credit, One  
WorldatWork and One SHRM PDC

CPHR



HRCI ORG-PROGRAM:  
**357940**



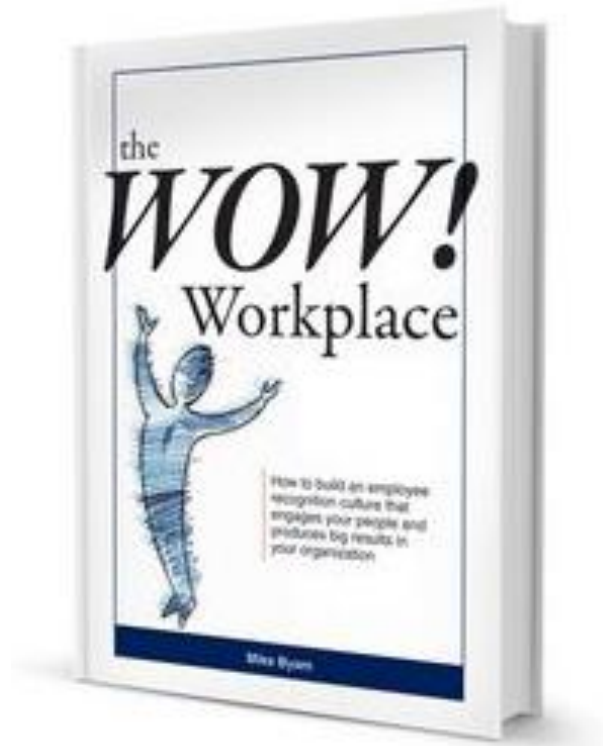
*WorldatWork Society of  
Certified Professionals®*



SHRM Activity ID:  
**18-JVPW2**

# 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!**

[www.terryberry.com/books](http://www.terryberry.com/books)

# Educational Webcasts



Best Practices in Employee Recognition

REGISTER TODAY

[www.terryberry.com/webinars](http://www.terryberry.com/webinars)

CPHR



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Certified Professionals®



*Most webinars are pre-approved for HRCI,  
WorldatWork and SHRM recertification credits*





# Recognition University

[www.terryberry.com/recognitionuniversity](http://www.terryberry.com/recognitionuniversity)

**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**



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This program is pre-approved for  
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