Designing Your Approach:

Recognition

QUANTUM
WORKPLACE

What's inside

Why Recognition

Recognizing the efforts of employees – celebrating meaningful behaviors, achievements, and overall effort – is critical to driving employee engagement. In fact, employees feeling valued consistently ranks as a top driver of employee engagement. Yet employees in many organizations feel under-recognized. Organizations that over-rely on awards, rewards, top-down recognition, or generic employee celebrations frequently miss the mark in making employees truly feel valued. Not only that, these organizations often fail to motivate desirable behaviors among all employees.

Meaningful recognition transforms a workplace by:

> Making it easy for employees to know when they're doing a good job

> Motivating employees to deliver great work, live out your organization's core values, and contribute to the organization's success

> Empowering all employees to recognize peers' awesome work as it happens

> Encouraging employees to repeat behaviors that earn recognition – behaviors that matter most

Using the recognition feature in Quantum Workplace's employee engagement software doesn't just help employees feel appreciated. It enables your employees and managers to transform your culture and drive employee engagement year-round.

How It Works

Using the recognition feature within Quantum Workplace's employee engagement software can fill a recognition void in your organization or enhance your existing approach to employee recognition. Specifically, the recognition feature makes it easy for your managers and employees to:

> Call out good work and effort as it happens

> See recognition that's taking place - in the software, via email digests, or on public displays (like monitors in breakrooms or lobbies)

> Tie recognition to goals, performance, core values, or other behaviors worth celebrating

> Describe why an employee or group deserves recognition

> Individualize recognition with images, gifs, and videos

> Know when recognition I should be aware of is taking place via alerts (e.g. I am recognized, my direct report is recognized)

> Keep the recognition going with interactive post features - comment on or like recognition posts by others, add employees to posted recognition

> Empower employees to recognize peers

> View analytics of all recognition given or received
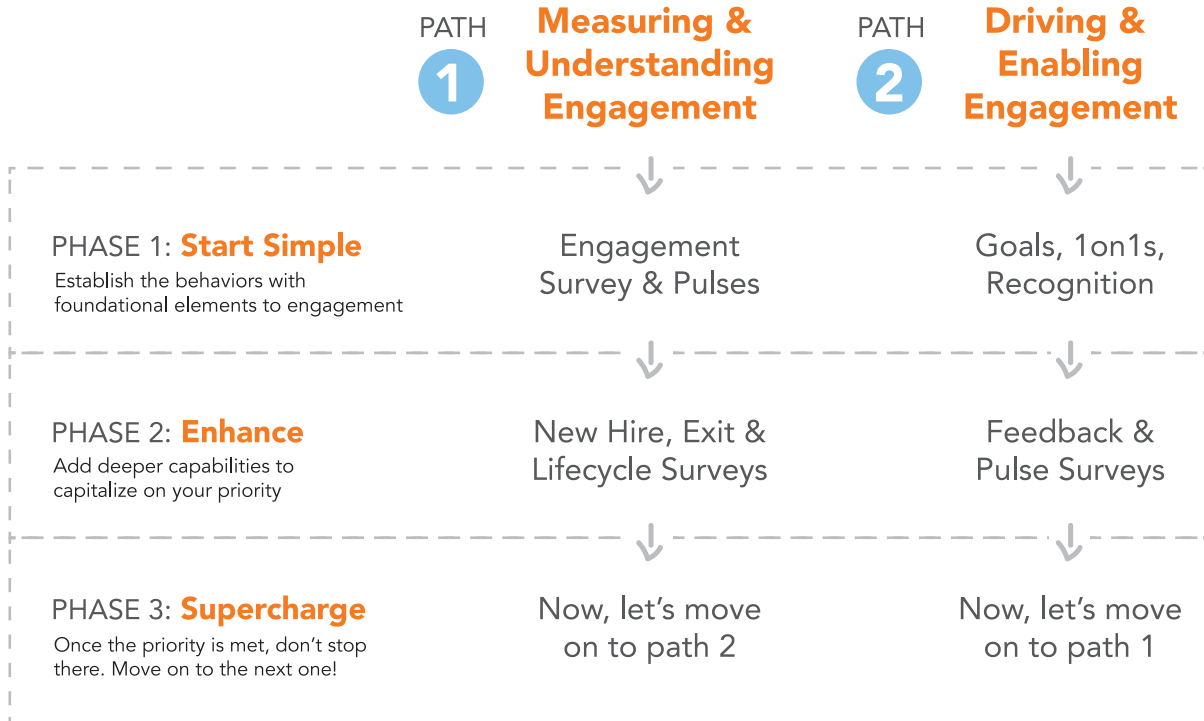
Optimizing the Experience

Like fine wine and artisan cheese or plain ol' peanut butter and jelly, our recognition feature pairs nicely with other Quantum Workplace features. For instance, goal progress or completion in our goals feature creates natural milestones to celebrate. If your employee just passed their Q1 Sales Metric (yay!) you can use Recognition to automatically highlight the connection:
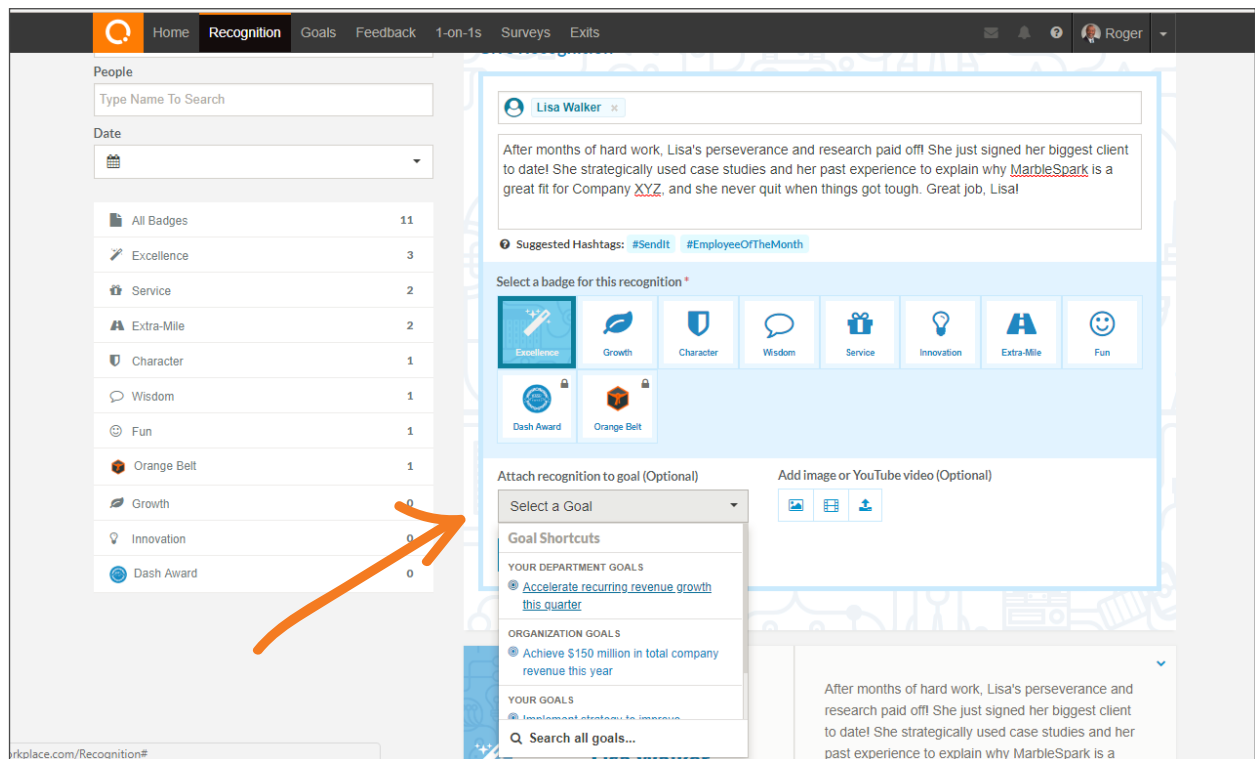
Recognition can also supplement your organization's approach to employee feedback (ensuring employees receive both constructive and positive feedback), enhance your new hire experience, or be worth discussing in a 1-on-1 conversation – just to name a few examples!

Curious where to start? Check out our roadmap below or chat with a Quantum Workplace team member for ideas.

What's your main priority?

		PATH **1** — Measuring & Understanding Engagement	PATH **2** — Driving & Enabling Engagement
PHASE 1: Start Simple Establish the behaviors with foundational elements to engagement		Engagement Survey & Pulses	Goals, 1on1s, Recognition
PHASE 2: Enhance Add deeper capabilities to capitalize on your priority		New Hire, Exit & Lifecycle Surveys	Feedback & Pulse Surveys
PHASE 3: Supercharge Once the priority is met, don't stop there. Move on to the next one!		Now, let's move on to path 2	Now, let's move on to path 1

Making the Technology Seamless

Before launching recognition in your organization, we recommend that you begin the process of HRIS Integration and Single Sign-On. (If your organization has already done this with Quantum Workplace, you're all set to jump ahead and start designing your approach to recognition!)

HRIS Integration allows your organization's roster of employees, their demographics, and all reporting relationships to be accurate and up-to-date in our software. This provides a seamless experience for your users, helps you analyze usage and data in meaningful ways, and allows automation of some of the features. The setup time can take a few weeks, but it's worth it!

Single-Sign On will prevent your employees and managers from needing to remember yet another set of login credentials, making it easier for users to adopt features into their everyday workflow.

We like to get this process started early so it's complete once you're ready to launch the software to users. Not a tech person? No worries! Your Client Success Manager will partner directly with your technical team members.

Getting Started with Recognition

1 **Determine what you want employees to be recognized for**

> What are the employee behaviors worth celebrating in your organization?

> What are the core values your organization lives by?

> What employee efforts often go unnoticed by others?

These types of questions help you refine how you might specifically use Quantum Workplace's recognition feature. Remember, in addition to helping you identify what types of employee recognition make sense in your organization, these questions also help you determine the employee behaviors you can motivate and encourage.

2 **Create recognition badges**

Once you've thought through the questions above, the next step is to create recognition badges. Badges in Quantum Workplace's recognition feature are visual symbols of employee behaviors worth celebrating. Once you launch the recognition feature, employees will select the appropriate badge for the recognition they are giving a peer.
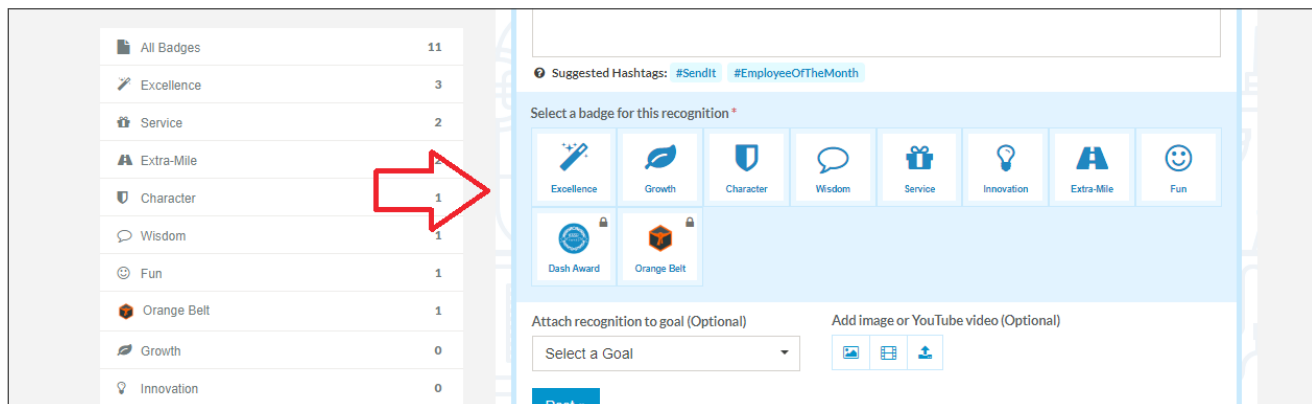
In line with the questions above, here are several common badge options to help get you started:

Badges that represent your Core Values.
Create a badge for each of your core values. We want to know when employees demonstrate Integrity or collaborate via strong Teamwork or implement a Safety plan to improve efficiency in the workplace.

Badges that recognize work that may not appear in the employee manual but is invaluable to a positive experience for all employees.
Such examples include:

> Firefighting – When does a team member step in at a moment's notice to help a coworker? If an employee saves the day, you might want to think about recognizing them!

> Helping the Community – Did someone organize a service trip or oversee the process for collecting donations for a local charity? Their commitment to the community can be just as important as the work they achieve daily.

> Streamlining a Clunky Process – Employees have a lot of great ideas but don't always know how to implement them or feel empowered to do so. Recognize when employees find a way to put their ideas in action, such as making a process more efficient. Not only does this effort save your organization time and expenses but it showcases to other employees that you value this effort

Badges that can be handed out only by specific leaders, such as End-of-Year Awards, Employee of the Month, Top Salesperson, etc. We can lock-down certain recognition badges so they are only given out by specific leaders. We recommend exploring this option as most companies already hand out some type of end-of-year or monthly award – the recognition feature can seamlessly account for and improve that process.

Badges that celebrate employee milestones. Service anniversary badges prompt peers to share a favorite memory with the employee or explain why that individual is invaluable to the organization, making the employee's day more special. This recognition can be automated with HRIS Integration.

Additional Features

Your Client Success Manager will walk you through all the functionality of the recognition feature. Here are some capabilities that boost the overall experience:

> **Email Alerts and Notifications:** we let you know when you or your direct reports get recognized! And we notify you when there is activity on a recognition you have handed out, like someone posted a comment to it.

> **#Hashtags:** utilize hashtags to track key activity throughout the year. Think of hashtags as a supplemental recognition badge. While your available badges may cover just your core values, users can add hashtags as they see fit to enhance the recognition. Administrators can also pre-load suggested hashtags for all users.

> **Limit or Expand Line of Sight:** when viewing the main feed showing activity in your organization, you can limit what you see to views like "Direct Report Activity" or "Around You" activity instead of the entire company

We could go on-and-on about the bells and whistles, but we'll save some topics for the conversation with your Client Success Manager.

Lastly, you may be wondering if our recognition feature can be tied to rewards in any way (think gift cards or cash bonuses). We encourage recognition that promotes intrinsic motivation, meaning employees are encouraged to live your core values, deliver great performance, or exhibit others desired behaviors because they matter in your culture. Our feature does not directly tie to external rewards. However, because it's easy to view what recognition is taking place, your managers can be empowered to provide spot bonuses or offer more to the employee as they deem appropriate.

Prepare to Launch

In addition to designing your implementation of these tools, it's important to prepare the end users – your manager and employees. Quantum Workplace's strategic communication plan will help you think through important communication touchpoints during different phases:

1 **Pre-Launch:** Announcing what the recognition feature is and what the technology looks like, why your organization is taking this approach, and when your managers and employees will be involved.

2 **Launch:** Announcements and how-to guides

3 **After Launch:** Best practices and tips to drive usage

Speaking of best practices and tips, Quantum Workplace is continuously adding to our library of resources for your managers! Our Engagement Studio videos connect your managers to our QW experts. Some example videos include:

3 Keys to Genuine Employee Recognition *(Coming Soon)*

The Power of Storytelling in Recognition

Your managers and employees can directly access these helpful resources in our software, and you're welcome to link to these resources if you want to share them with others.

Ready to get started? Us, too! Your Client Success Manager will walk you through next steps, and we're happy to answer any questions not covered for you in this guide.