

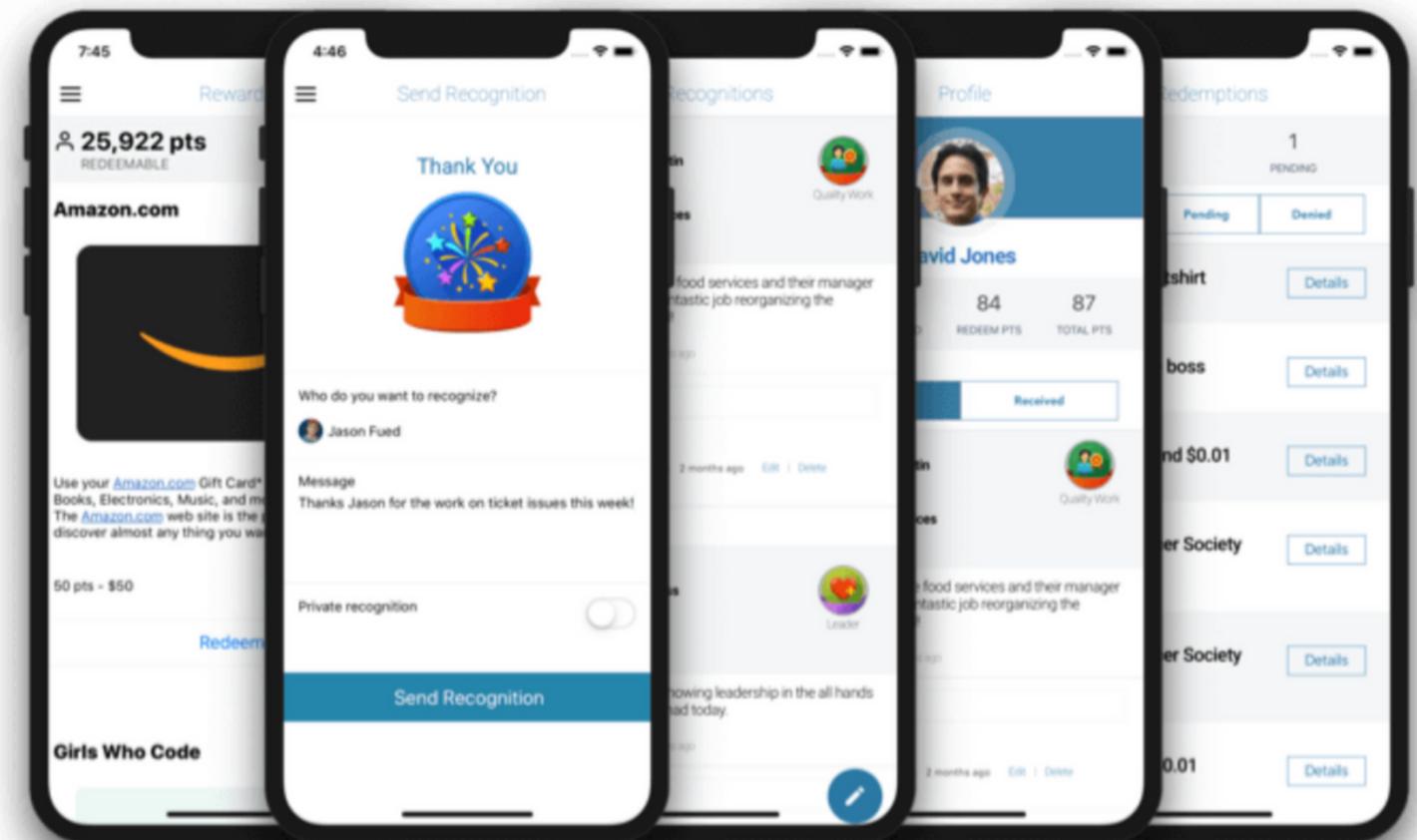
 **Recognize**
Manager Training



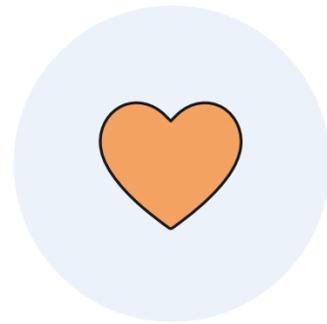
About Recognize

Appreciate, congratulate, and celebrate employees

Recognize is an employee engagement platform that enables peer recognition, nominations, rewards, award certificates, & much more. Recognize empowers company culture through positive employee experiences.



Why We Think You'll Love Recognize



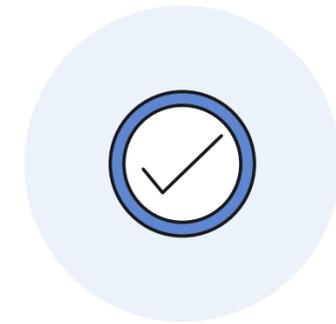
Easy to Use

With a simple user interface, employees will find it very easy to recognize their peers



Accessible

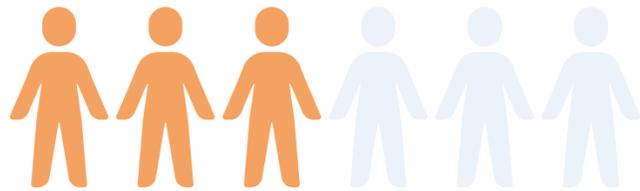
Recognize was built to be incorporated into the tools you're already using



Helps You Keep Track

Creates track record of successes for your direct reports that can be used in annual performance reviews

Recognition from Leadership



50% of employees believe appreciation from managers improved their relationship with their higher-ups

Source: [E. A. Dion](#)

52%

of employees want more recognition from their immediate manager

Source: Quantum Workplace & BambooHR





Recognition Best Practices

How often should employees be recognized?

According to a survey by Gallup, recognizing employees at least **once per week** is best to prevent burnout. This could be any form of recognition.

Additionally, with Recognize, setting a goal to like and comment on each recognition your direct reports send to each other will show your team you are paying attention to their achievements.

Goals: Daily, Weekly, Quarterly, Yearly



Daily

Set a calendar reminder to view the Stream page of Recognize and like and comment on recognitions your team has sent. Take this time to also send any recognition that is timely.



Weekly

Review what recognitions have been sent over the course of the week, and choose one or two to highlight at a weekly stand up meeting. Take some time to make sure all of your direct reports have received at least one piece of recognition for their contributions this week.



Quarterly

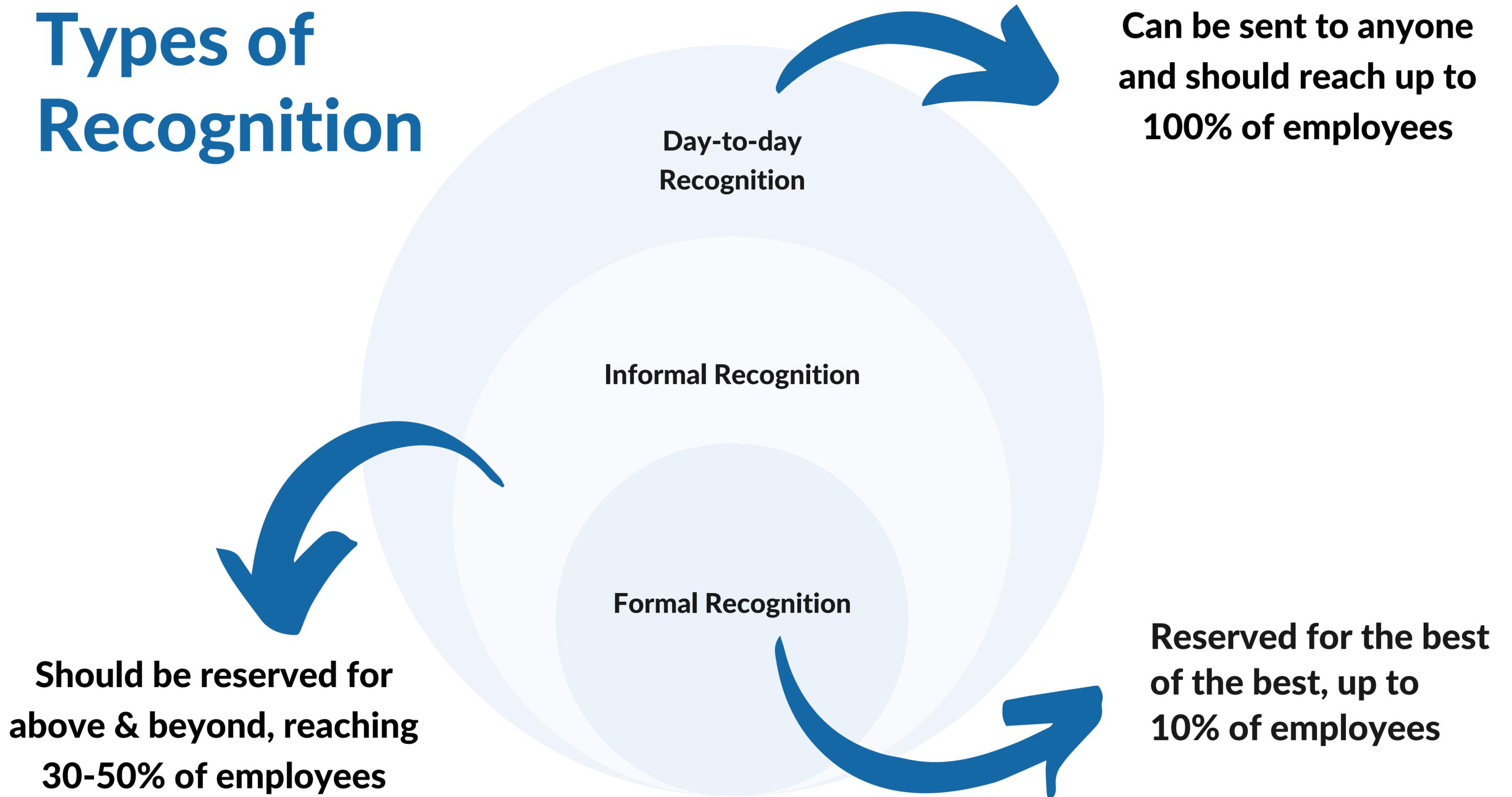
Pull a recognition report to see who has received the most recognitions, and who has sent the most recognitions on your team. Aim to highlight these employees at a quarterly function.



Yearly

Use feedback from recognition to enhance your performance review cycle on a yearly basis. This can be a great opportunity to recap all of the great things an employee has accomplished in the past year and spotlight moments where they went above and beyond.

Types of Recognition



Day-to-day
Recognition

Can be sent to anyone
and should reach up to
100% of employees

Informal Recognition

Should be reserved for
above & beyond, reaching
30-50% of employees

Formal Recognition

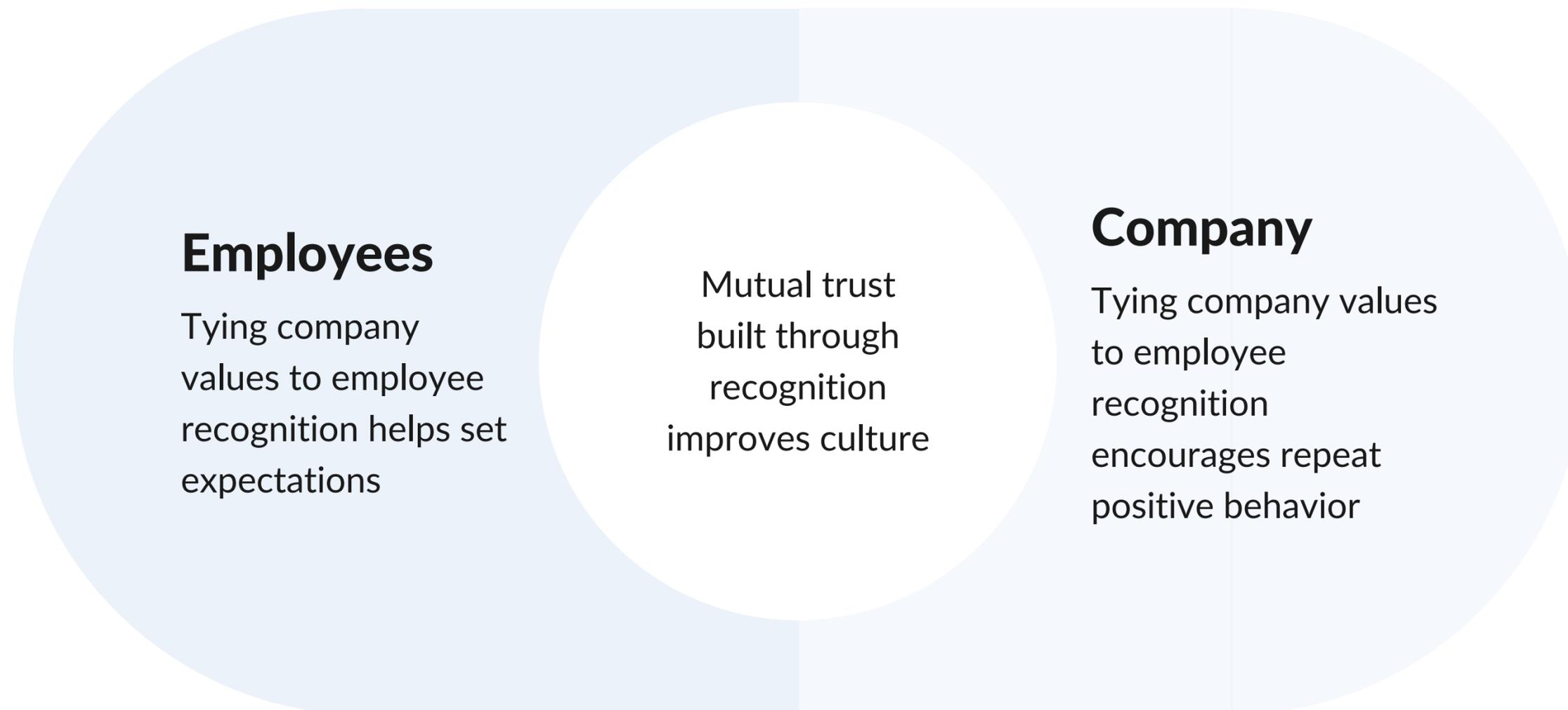
Reserved for the best
of the best, up to
10% of employees

Recognition vs. Appreciation

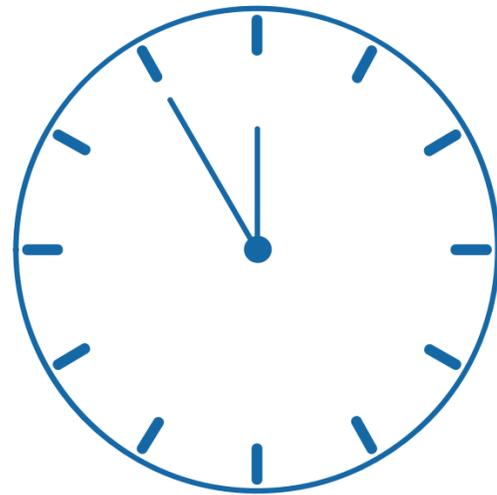


Recognizing Core Values

Think of recognition as a way to highlight what's most important



Elements of Meaningful Recognition



Timely

Now, not later

In order to remain relevant, recognition should be timely.



Specific

What & why

For best results, list what the action was, and why it was impactful.



Genuine

Sincerely authentic

Recognition should be heartfelt and customized to make it memorable.



**Getting Started
with Recognize -
Video**



Sending Your First Recognition

[How to Send a Recognition](#)

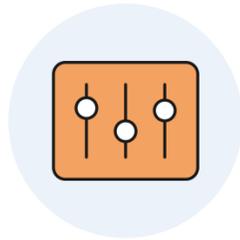
You'll want to get comfortable with how to send a recognition and make it a daily habit, so as a first step, check out the link to the help article above on what this looks like. Then, try sending your first recognition!

Exploring the Manager Portal

Be sure to bookmark the link
above in your browser!



Manager Portal Highlights



Direct Reports Tab

Monitor team activity at a glance.



Recognitions Tab

See details for direct report recognitions and pull reports.



Anniversaries Tab

View upcoming team member anniversaries.



Redemptions Tab

Review, approve, or deny redemptions made by direct reports.



Tasks Tab

Approve or deny tasks that have been completed by direct reports.



Documents Tab

Review, approve, or deny redemptions made by direct reports.

Viewing an Employee's Profile

As a leader, you have the ability to view an employee's profile right from the Manager Portal. This allows you to easily see the recognition activity for your direct reports.

[Click here to learn more on how to view an employee's profile from the Manager Portal.](#)

The screenshot shows the 'Your direct reports' section of the Manager Portal. It features a table with columns for Name, Badges, Redeemable, September 2022, Total, Status, and Direct reports. The data is as follows:

Name	Badges	Redeemable	September 2022	Total	Status	Direct reports
Angela Martin	Happy Birthday!: 3 Creative: 3 Volunteering: 2	790	0	795	Active	None
Nancy Waters	Creative: 6 Happy Birthday!: 5 7th Year of Service: 1	8459	0	8472	Active	None
Dani Olsonson	Creative: 61 Proactive: 29 Achievement: 26	1341	0	2723	Active	None

The screenshot shows the profile page for Angela Martin. It includes a profile picture, name, tenure (4 years, Start Date March 20, 2018), and team count (0 Teams). A 'Recognize Angela Martin' button is visible. The page also shows a 'Top badges' section with a message: 'Angela Martin has not received any recognitions yet.' Below this, there is a 'Recognitions' section with a bar chart showing 19 Received and 0 Sent recognitions. A recent recognition card is shown with the text 'Great work!' from Dani Olsonson to Angela Martin.

Approving Recognitions

As a leader, you may have the ability to approve or deny recognitions. This is to ensure there is oversight of quality and frequency of recognitions being sent, as well as to help manage the budget.

[Click here to learn more on how to approve and deny recognitions.](#)



Approve recognition?

Please confirm recognition message and points.

Sender: Bob Martin
Recipients: Dani Olson and Angela Martin
Badge:  Customer Listener

Recognition Message:

B *I*     GIF

Great work!

Recognition Points:

0

Approve

Cancel



Recognition Approved!

Recognition has been successfully approved.

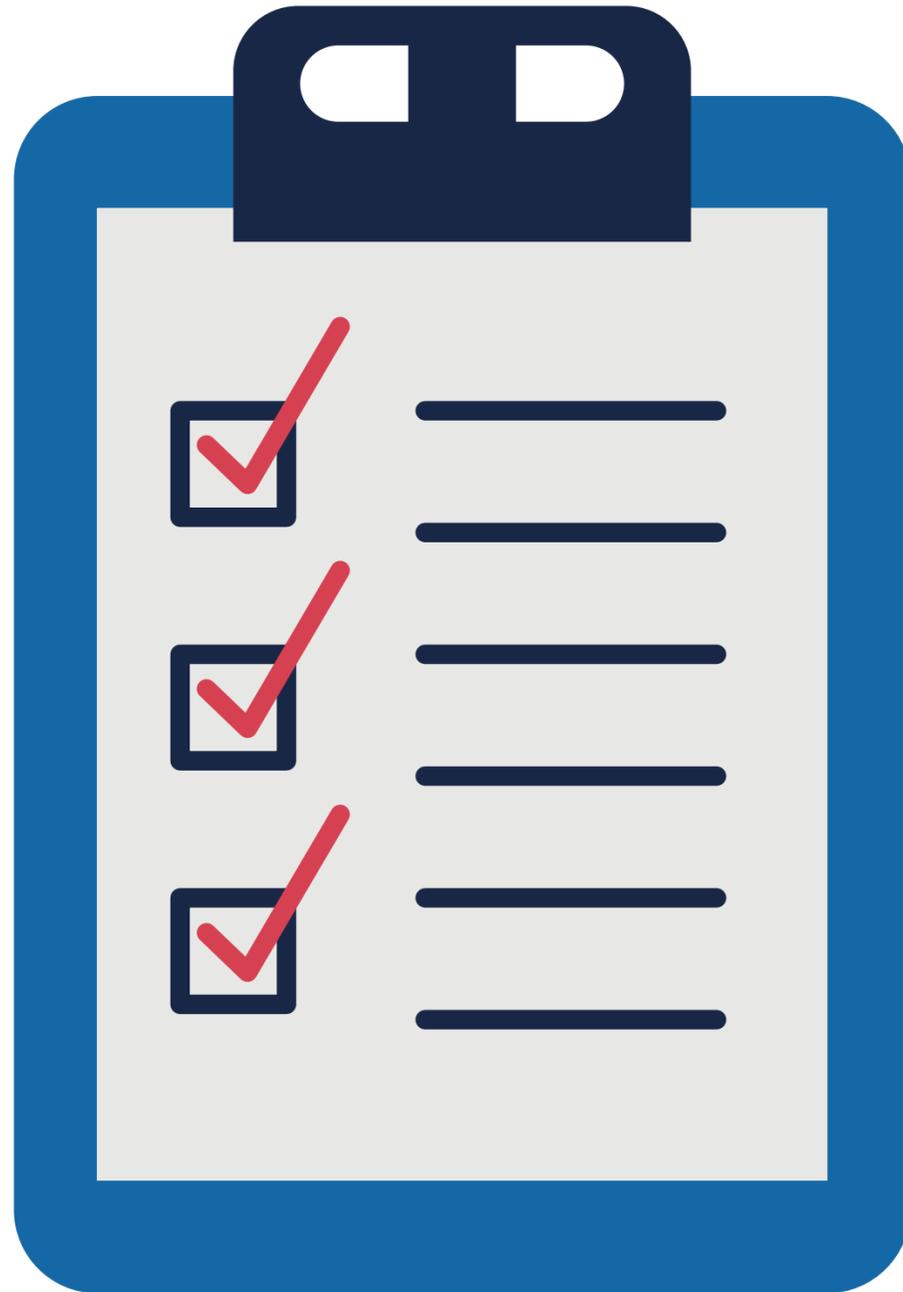
OK



Approving & Denying Reward Redemptions

As a leader, you may have the ability to approve or deny Reward redemptions. This is to help mitigate Rewards budgeting and to have oversight of what is being fulfilled.

[Click here for an overview of approving & denying Rewards.](#)



Approving a Task

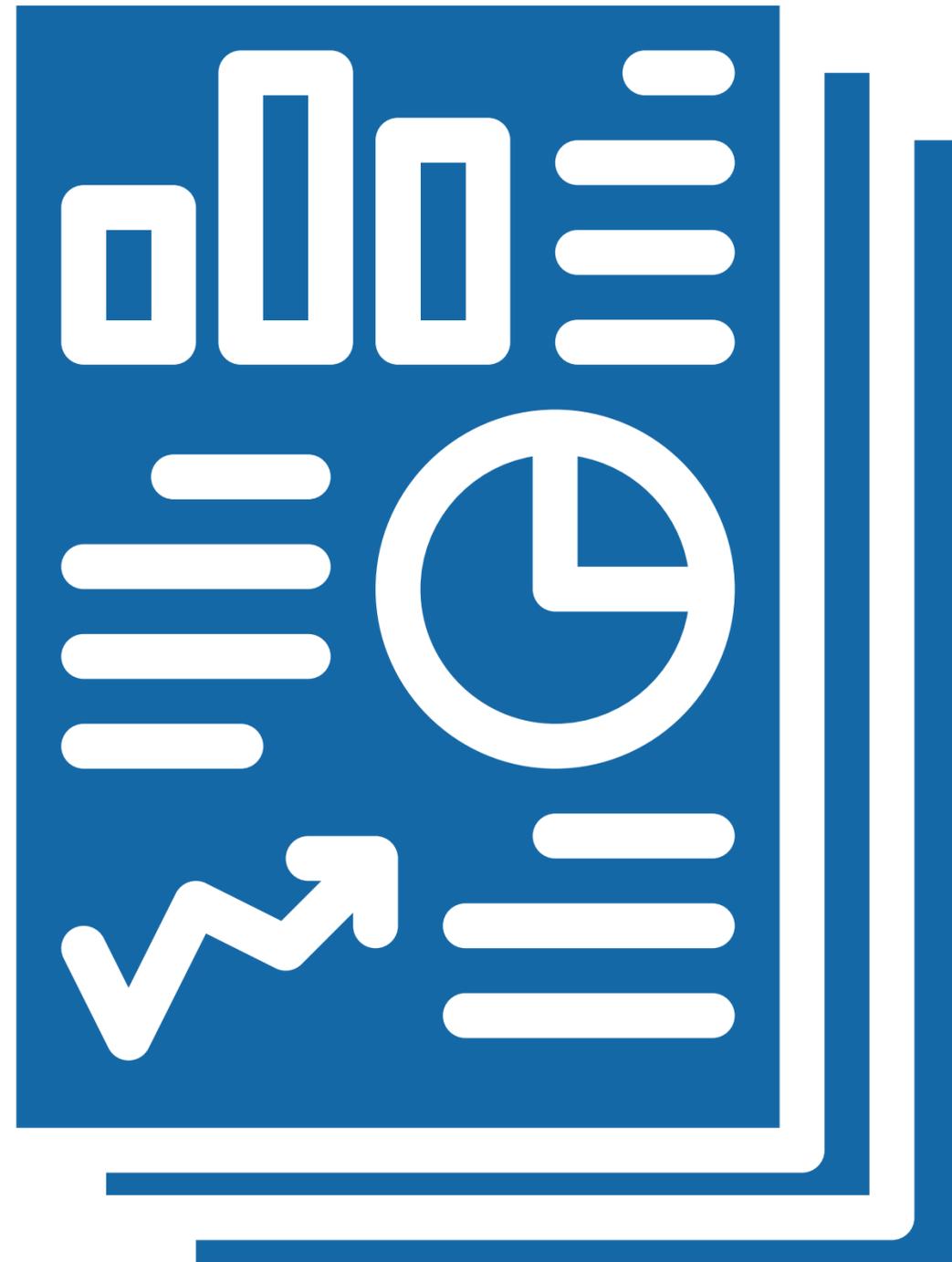
Tasks work like incentives - an employee is assigned a task, then they report when it's been completed. The task is then approved or denied by you, and if approved, the employee may receive points!

[Click here to see what this looks like.](#)

Running Recognition Reports

Recognition reports can give you more insight on what good things have been happening with your team, and who is rising to the top!

[Click here to see what this looks like.](#)



Emails to Look Out For

There are several emails you may get from the Recognize platform as a people leader that you'll want to pay attention to, including approval emails, upcoming anniversary notifications, and a monthly recognition report for your team.

[For a full list of emails you may receive as a Manager, click here.](#)

Hi there
Initech, Inc.



User671 UserLastName671
redeemed A Company
Sweatshirt

Please approve this reward. Otherwise if you deny it, you may want to email the employee and tell them why.

See them to fulfill the reward. Thank you for being part of the recognition process!

Approve Or Deny

Notification Settings

Notifications are a great way to keep up with what's happening in Recognize with your teams - including when you have a team member with an upcoming anniversary or birthday. As a manager, you can set your notification preferences in your user profile within Recognize!

[Click here to see what this looks like.](#)

Notifications

- New recognition notification
 - New comment notification
 - Daily updates
 - Allow SMS notifications for recognitions to your phone.
 - Allow SMS notifications for redemptions to your phone.
 - Redemption auto approval notification
-
- Manager summary sent to admins
-
- Direct report summary
 - Direct report peer recognition notification
 - Direct report anniversary notification
 - Direct report birthday notification
-
- Unsubscribe from all

Checking your Badge Balance

To help us stay within budget, the number of Badges that can be sent in a given time period may be limited. You'll be able to see the available remaining balance for each badge when you go to recognize someone!

[Click here to see what this looks like.](#)

All badges



Thumbs Up (1pts)

10 left today

For providing great service!



Trustworthy (15pts)

3 left today

We conduct ourselves with high ethics and integrity.



Customer Listener

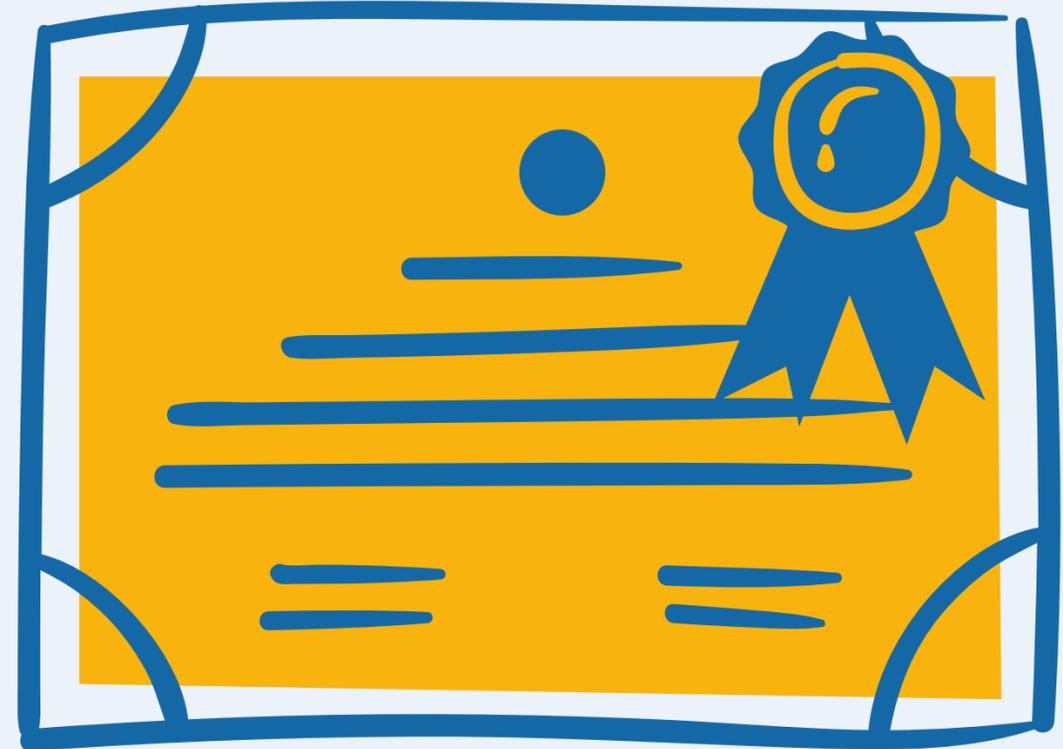
16 left today

Paying attention to what customers say, thinking before speaking, and showing empathy. This recognition will go to the manager for approval.

Printing Award Certificates

For higher level recognition, you may want to use an award certificate that you can customize and present during team meetings or events, which you can download directly from Recognize!

[Here's how to access award certificates for recognition.](#)



Leading the Way with Recognition

Remember to...

1



Recognize

Set time aside on your calendar daily to be intentional with recognizing someone for something impactful that they've done

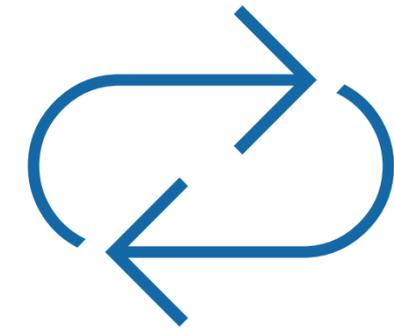
2



Celebrate

Highlight recognitions & achievements in existing team meetings or gatherings to motivate others & make sure Recognize is accessible in your tools

3



Repeat

Consistency is key! Be a role model with recognition. Your team will then see that recognizing others is part of your day-to-day and follow the lead