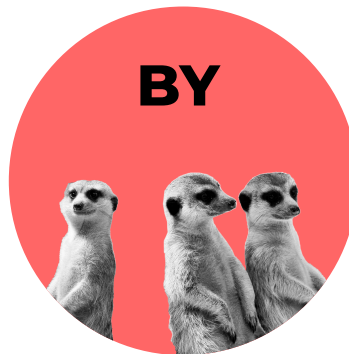


Building your employee Engagement & Culture



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Introduction

The purpose of this guide is to **establish a shared knowledge base** that can help **cultivate, empower, and grow a culture of recognition** within your organization. We want to **provide you with a framework that will help your team establish a meaningful recognition-focused environment across your organization**, no matter the size.

IMPLEMENTING VALUES AND POSITIVE FEEDBACK IN AN ORGANIZATION CAN HAVE SEVERAL BENEFITS

-  Values help to establish a mutual understanding of what is important to the organization and can be used to guide decision-making and behaviour.
-  Positive feedback can help to build morale, increase motivation, and improve performance.
-  It can also help to create a culture of recognition and appreciation, which can lead to increased job satisfaction and employee engagement.
-  Additionally, positive feedback can help to build trust and improve communication within the organization.
-  Overall, implementing values and positive feedback can contribute to a more positive and productive work environment, which can ultimately benefit the organization as a whole.

PEERO IS ONE OF THE EASIEST AND SIMPLEST TOOLS FOR THIS PURPOSE.



The app is intuitive, easy to use, and **available** in three different channels- **MS Teams, mobile app, and browser.**

We will help you to get prepared for Peero launch in your company. We put together some tips and examples of good practices which will be especially useful for a successful Peero launch.

Building your employee Engagement & Culture

An **effective way to frame** your recognition project is **within a particular project** that you feel can work as a business scenario down the line.

The management team will need to **identify which recognition methods work best** within their teams, what are the problems they are looking to solve and how does this correlate to the business objectives of the organization. Even if this isn't a regular spreadsheet, power-point presentation, or SWOT analysis it is still important to document the rules, and guidelines and **identify some KPIs that you are aiming to improve**. It is a balancing act since you are dealing with people, emotions, and data.

You'll want your managers aligned for the process and **make sure everyone "Gets it"**.

Once top management is on board, the next step is to **find the right people from within the teams that can help in implementing the program**. Informal leadership can be just as important for the process since it can facilitate the transition. **Show them this guide as they will need to know the basics of employee recognition**. Search for individuals with a natural affinity towards acknowledgment and appraisal of their co-workers. They are usually solid business performers, have a good mix of empathy and business realities, and are respected among their peers. These are the thought leaders that can be responsible for the success of the program.

6 MAIN STEPS FOR BUILDING YOUR EMPLOYEE ENGAGEMENT & CULTURE

- Find a particular project.
- Identify which recognition methods work best.
- Identify some KPIs that you are aiming to improve.
- Make sure everyone "Gets it".
- Find the right people from within the teams that can help in implementing the program.
- Show your team this guide as they will need to know the basics of employee recognition.

How to share feedback the right way?

Common ground helps in establishing a recognition program, so **those responsible for implementing it need to understand the following characteristics** of effective recognition:

TIMELY

Before something becomes part of a culture and is habitual, people tend to easily forget new methodologies. The connection between contribution and recognition can weaken over time, especially when routine falls in. Make sure to give recognition on time, sooner rather than later in order to strengthen its added value.

FREQUENT

In the grand scheme of things, employees contribute on a daily. Recognize that without waiting for some huge milestone to be completed or a quarterly review to take place in order to acknowledge that. Find time within the weekly team meetings to give a “shout-out” or mention a job well done, so that people get used to the practice of it. Small victories can be just as important as the big ones.

SPECIFIC

Context is crucial and specific always beats vague in terms of recognition. Support appraisal with data or examples of how a developed tool or executed task helped the project in a specific way. Expect to provide feedback on it to the employee that did it. Aim for sincerity and authenticity, not an “appraisal checkbox” that you need to fill.

How to share feedback the right way?

VISIBLE

While private recognition is important on a person-to-person level, giving public recognition has a bigger impact on a team. Visible recognition of an individual or team provides concrete examples of commendable actions, and it is something other teammates can repeat. Sharing praise encourages cooperation and is a good topic for discussion at the water cooler.

INCLUSIVE


Inclusiveness within an organization caters to a sense of equity and belonging that goes beyond the workplace. Making sure that employees are included in the recognition process, helps stress the importance of everyone's value. Never aim recognition only at particular groups. Recognition is not a game of favouritism. It is a way to empower individuals from all levels to impact this culture. Leaders are responsible for developing a good employee recognition program, but the entire organization needs to contribute to implementing it. For example, a good practice is to diversify the parties responsible for giving recognition. This way people will rotate and get to experience the practice first-hand.

VALUE-BASED

Just as people, organizations have different value systems. Aligning an organization's recognition program to its core values encourages employees to work toward the same vision. For example, if "sustainability" is at the foundation of an organization's value system, reinforce it by acknowledging actions and results that come to support sustainability. It is one of the best ways for employees and people to align themselves with the vision and values of an organization.

Set your Peero goals!


WHAT RESULTS DO YOU WANT TO GET FROM THE PEERO PROGRAM IN YOUR ORGANIZATION?



Bring organizational values to life



Encourage feedback



Implement a transparent bonus system



Unite the team

There are a lot of potential benefits of Peero. **To ensure the desired result, it is best to start with specific goals.**

Once you have determined the goal or goals of the program, **consider what criteria determine that the goal has been met.** Also, think about what activities would promote the involvement of employees in achieving this goal.

Write down your thoughts and ideas, the Peero team will help you achieve these goals.



Write down your thoughts and ideas, the Peero team will help you achieve these goals.



Create your communication plan!

In order for the start of Peero in the company to be as successful as possible, it is **important to consider that employees are informed about all the possibilities provided by the Peero platform**, receive regular reminders, and are informed about the latest achievements.

BEFORE STARTING PEERO, WE RECOMMEND THAT YOU ENSURE THAT THE FOLLOWING INSTRUCTIONS ARE GIVEN TO EMPLOYEES

- **Guide how to register** in Peero (if you used Excel or manual import) and how to access the app (MS Teams, mobile app, browser- portal.peero.app), if you used AAD import.
- Short **user manual** about “How to use Peero.”
- **Explanation of why the company decided to use Peero platform** and what this platform will give us. You can provide all this information in Peero pre-launch email 2-3 days before Peero launch.



Please, be informed that **Peero team can provide a free online seminar** to all your employees and managers about Peero.

FREE ONLINE SEMINAR: HOW TO USE PEERO


- ✓ Why organizational values and feedback are important.
- ✓ How to share feedback the right way.
- ✓ The role of managers in shaping organizational culture.
- ✓ Little insight into the possibilities offered by Peero analytics.

Create your communication plan!

It is also important to **consider how you will communicate with employees while using Peero**. In the rush of work, when employees may forget to give feedback to colleagues, or at the end of the month, when unspent coins will be deleted, reminder notifications or e-mails to employees are especially useful.

Best practices show that **notifications** you can send from the Admin panel in Peero platform are great to send reminders once a week, for example on Fridays work very well.

IT CAN BE A TRULY SHORT MESSAGE, LIKE:



"Hey! Before going on a well-deserved weekend break, look back at all things you've done this week, and don't forget to thank the colleagues you've worked with. Have a nice weekend!"

At the end of the month, to get all employees' attention, our most successful partners send an email to absolutely all employees. This email is usually very friendly and "easy".



We can always provide you with some ideas and templates.

TO DRIVE EMPLOYEE ENGAGEMENT AND INTEREST, SHARE PEERO ANALYTICS SUCH AS

- Employees who share the feedback most.
- Ambassadors of values.
- Leaders in the Peero Unity Index.
- Peero Network etc.

Launch Peero

MAKE SURE EVERYTHING IS READY FOR A SUCCESSFUL PEERO LAUNCH.

- You understand all Peero App settings.
- There is at least two Peero Admins in company.
- Your app visual identity is prepared (logo, colour, currency icon).
- All users were added to the Peero.
- Whitelist Peero domain (to be sure that employees will receive invitation emails if you use Excel import).
- All instructions for employees are prepared or already sent (you can also organize an online seminar with Peero team).
- You have access to your Peero analytics reports.
- And one of the most important things- managers are informed about all Peero benefits and are ready to share feedback with their colleagues.



**That's all!
Let the journey of
recognition begin!**

Rewarding

VERBAL RECOGNITION	PUBLIC RECOGNITION	WRITTEN RECOGNITION
A simple "thank you" or "great job" can go a long way in making an employee feel appreciated.	Recognizing employees in front of their peers, at a company meeting or through an internal communications channel can be a powerful motivator.	A thank-you note, or email can be a thoughtful and lasting way to recognize an employee's contributions.

THERE ARE SOME INEXPENSIVE WAYS HOW TO REWARD EMPLOYEES

Gift cards: A small gift card for a local coffee shop or restaurant can be a wonderful way to show appreciation.

Extra time off: Giving employees an extra day off or a half-day can be a fantastic way to show you value their contributions.

Employee of the month: Creating an "employee of the month" program can recognize top performers and boost morale among all employees.

Training, courses, or assessments: Give employees additional opportunities to develop and learn.

Monetary: For example, 100 Peero coins = 10eur.

Gift basket of your products: This is a suggestion for those who produce something themselves. Why not use it as a prize for your monthly winners?

Pizza, cakes, fruits: With Peero App you want your people to collaborate and appreciate the work of others. And the base for success is teamwork. So don't forget to reward the whole team for being active in using Peero App. Check from analytics what departments are more diverse in value distribution and unity, reward them with some tasty surprises.

Budgeting

We suggest **rewarding your colleagues for actively using PEERO APP** and displaying your values in their daily work. These tips are based on our real customer experience that has been used them. We are happy to learn from our customers and share the best practices with you.

It's important to **plan your budget on rewards and decide on the rewarding principles** that would really motivate your employees. Our experience shows that **if you plan a meaningful rewarding system you can reach up to 40% more engagement in the system use.**

**OUR SUGGESTION IS
TO SPLIT THESE
REWARDS INTO
TWO TYPES** → Monthly rewards
→ "Grand prizes"



Some of these reward examples can fit both types and plan these rewards in advance and communicate those to your colleagues when you launch PEERO APP.

HERE ARE SOME TIPS FROM OUR CUSTOMERS OF THE BENEFITS AND PERKS THEY USE:

- Convert Peero points to monetary reward (yearly, quarterly)
- Extra holidays (monthly)
- Training, courses, or assessments (yearly)
- Car parking (monthly/quarterly/half year)
- Monetary (for charity) (yearly)
- Extra Peero points (monthly)
- Pizza, cakes, any other food for the value ambassador departments (monthly)
- Gift basket of your products (monthly)

Budgeting

CONVERT PEERO POINTS TO REAL MONETARY REWARD (YEARLY, QUARTERLY)

This is one of the most popular benefits we see. You can decide on any Peero exchange rate you want, and this will mean that you will implement a peer-to-peer bonus scheme in your organization. The benefit of your organization, in this case, is that it is straightforward to administrate such a rewarding plan and you can actually plan the budgets properly and link the pay out to your business results, e.g. if you don't reach your overall financial targets you can add different exchange rate and still pay out some part of the bonus.

EXTRA HOLIDAYS (MONTHLY)

Well, these will also cost you something, but still much less than a monetary reward. The most typical way how Peero customers use this perk is to give an extra holiday of a certain value to a winner. So, the person who has received the most transactions during the month for one of your values can get this "value day off." Some companies are giving diplomas to these employees stating that they have earned this reward.

TRAINING, COURSES, OR ASSESSMENTS (YEARLY)

Some of our customers want the grand prize to give actual benefit back to the organization so they award the yearly value ambassadors with the chance to attend some business-relevant training, conference, or courses or make assessments like DISC that would help the individuals to develop their strengths.

PIZZA, CAKES, AND ANY OTHER FOOD FOR THE VALUE AMBASSADOR DEPARTMENTS (MONTHLY)

With Peero App you want your people to collaborate and appreciate the work of others. And the basis for success is teamwork. So don't forget to reward the whole team for being active in using Peero App. Check from analytics what departments are more diverse in value distribution and unity and reward them with some tasty surprises.
Gift basket of your products (monthly)
This is a suggestion for those who produce something themselves. Why not use it as a prize for your monthly winners?

GIFT BASKET OF YOUR PRODUCTS (MONTHLY)

This is a suggestion for those who produce something themselves. Why not use it as a prize for your monthly winners?

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