Recognize

support@recognizeapp.com

Implementation Guide

✔ Determine strategy & timeline

✔ Configure program

✔ Setup integrations

✔ Launch

Remind leadership why to recognize

70% lower absenteeism (Gallup)

40% lower turnover (The Hay Group)

65% Lower turnover in low-turnover companies (Gallup)

10% Higher customer metrics (Gallup)

40% Higher profitability (Hewitt Quarterly)

78% Higher productivity (Hewitt Quarterly)

Determine strategy

Checklist	Expectation
Decide on initial role-out strategy	What programs do you want to start with? Nominations, peer-to-peer, manager-to-peer, rewards, and anniversaries are all options.
Choose initial badges and graphics	Get at least three badges ready that represent your company values. Don't worry, badges will change over time so it doesn't have to be perfect.
Decide if points makes sense for you	A lot of companies choose to disable points in the beginning and turn them on with a rewards catalog later.
Decide on rewards if applicable	You can do company-fulfilled rewards or automatic gift cards. Staff can redeem with the points they earn from recognitions.
Incentives or nominations	Do you want to roll out incentive tasks or nomination votes now or later?
Choose to use role-based recognition	Which badges will only be sent by a manager or director? Sky is the limit!
Bulk recognition based on past behavior	Survey staff and have them fill out a spreadsheet of great moments in last year. Bulk recognize your staff to preload with past behaviors.
Anniversary recognition	We can sync your start date if you have AD Azure or have staff enter manually to recognize for anniversary and birthdays.
Ongoing strategy	Are monthly gatherings in your ability? Decide how to keep people engaged through weekly and monthly updates.
Introducing the program	You can easily email the staff when the program starts, are you going to couple it with any other kind of announcement?

Timeline

Timeline	Expectation	Responsible Party
Week 1	Recognize admin kick-off call to set up badges and training Recognize's Company Admin.	Recognize
Week 1	IT meeting to discuss on-boarding of staff *(spreadsheet import, active directory sync/ import, and integrations, if applicable).* Single Sign On is implemented by IT with Recognize team or on their own using recognizeapp.com and the guides.	Recognize + Customer IT
Week 2	HR or IT uploads user information spreadsheet for import inside Recognize or active directory information for setup.	Customer + Customer IT
Week 2-4	Send out instructional PDF for staff to familiarize themselves with Recognize *(if applicable).*	Customer
Week 3	Badges are complete and uploaded. Staff import is completed, IT integrations are complete (ie Outlook, Workplace, etc). Badges, rewards, anniversaries, or any other programs such as Tasks are setup and ready to go live. Test users are invited into the program. Optional manager training webinar for best practices.	Customer + Customer IT
Week 4	Staff install browser extension and mobile apps *(if manually applicable).* Staff understand how to send and have sent a recognition. Staff know how to access their profile.	Recognize + Customer
Week 5	Post launch call to review progress.	Recognize

Modules	Required/Recommended/Optional
Rewards	Optional both gift cards or company-fulfilled
Employee recognition	Required
Roles	Recommended
Incentives	Optional
Nominations	Optional
Anniversaries	Optional

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The lifecycle of an employee recognition strategy

Analyze KPIs

What levels are you trying to move? What is the past experience or improvements?

Strategize Recognize

What are low hanging fruit to really move KPIs?

Configure program & customize modules

Choose the modules that fit into this strategy.

+ Anniveraries
+ Nominations
+ Employee recognition
+ Rewards
+ Theming
+ Incentives

Enable integrations

How are staff going to interact with Recognize?

+ Outlook
+ Intranet
+ Workplace by Facebook
+ Mobile
+ Text message

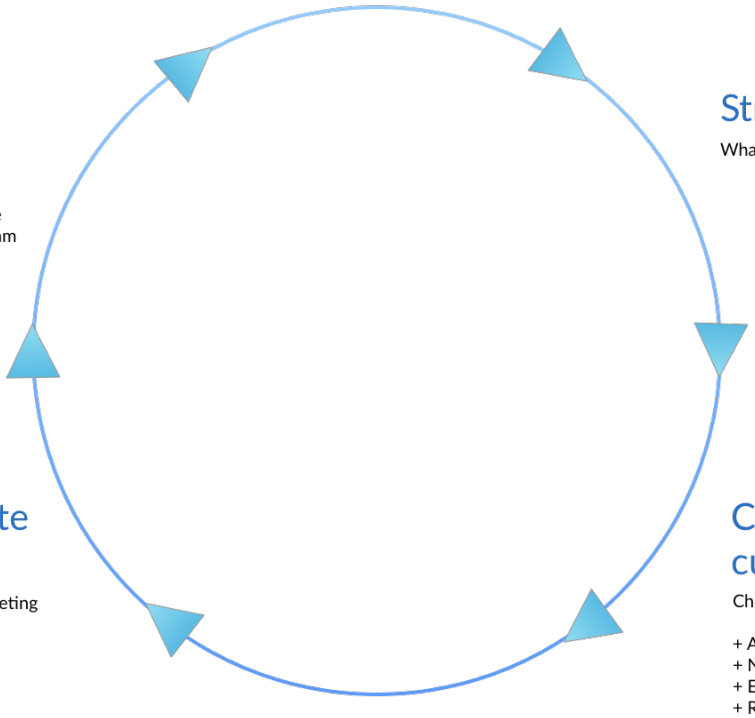
Communicate program

What is the internal marketing strategy?

+ Emails
+ Town hall
+ Newsletter
+ Posters
+ Mugs
+ Desk cards
+ Yammer / Workplace

Launch modules

What is the strategy to launch? Can you anchor the launch to an existing program or event?

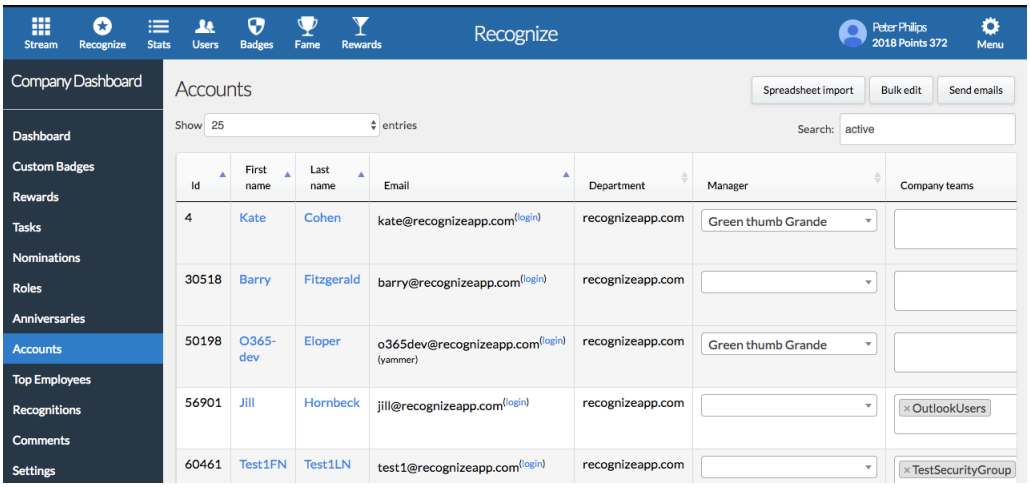


Configure program

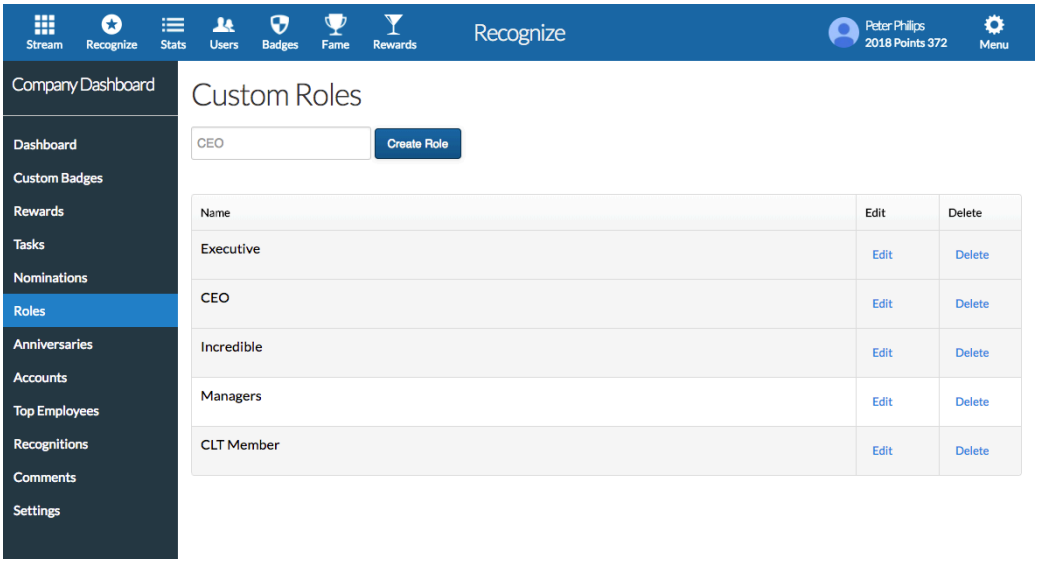
Best Practices: https://recognizeapp.com/best-practices-handbook.pdf
To administer each module, go to Menu > Company Admin. Administrative permission in Recognize is required.

Import users

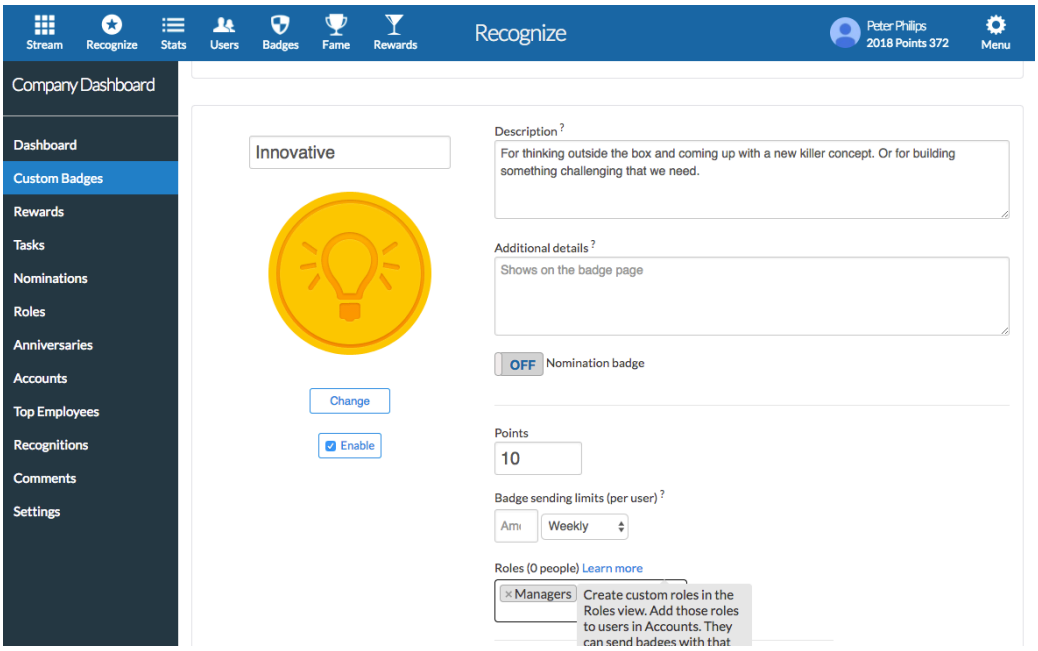
- Manual entry: Company Admin > Accounts
- Spreadsheet import: Company Admin > Accounts > Spreadsheet import
- Nightly sync: Company Admin > Settings > User sync
  - See https://recognizeapp.com/docs/getting-started/recognize-user-sync-guide.pdf



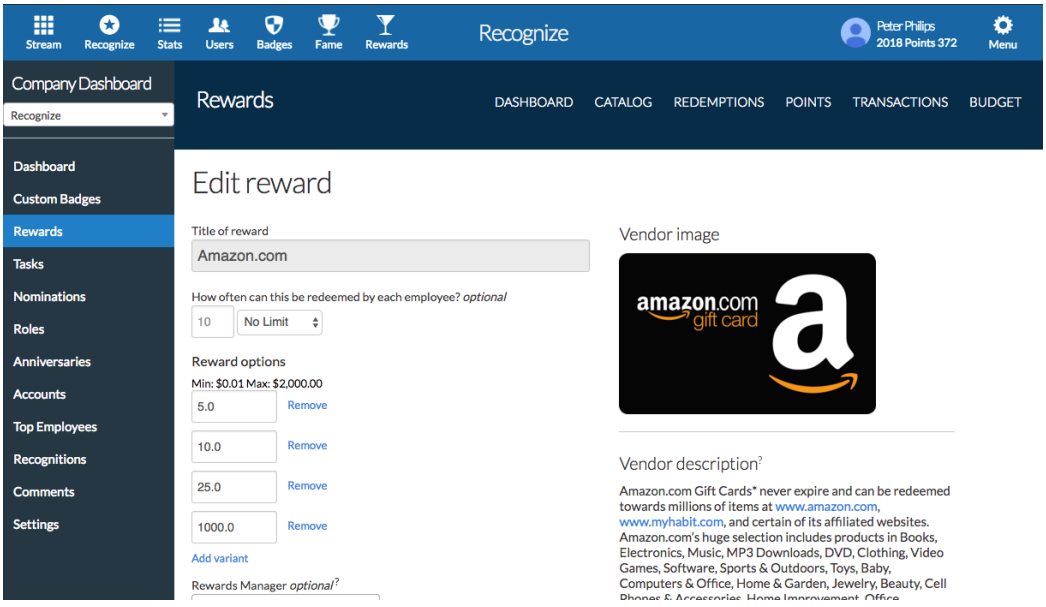
Set up roles



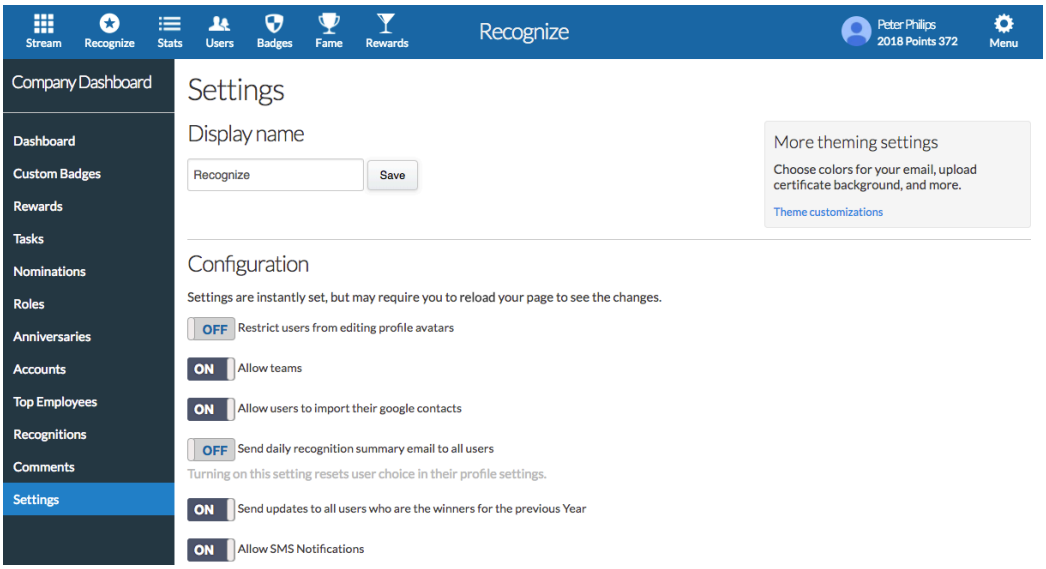
Set up badges



Set up rewards



Configure settings



Set up integrations

See the associated documentation for the integrations you will be using.

- **Overview**: https://recognizeapp.com/docs/integrations/integrations-overview.pdf
- **Yammer**: https://recognizeapp.com/docs/integrations/yammer-overview.pdf
- **Workplace** by Facebook: https://recognizeapp.com/employee-recognition-facebook-workplace
- **Azure**: https://recognize.zendesk.com/hc/en-us/articles/115001535971-Setting-up-single-sign-on-SSO-with-Azure-via-Azure-Gallery-
- **Office365**: https://recognizeapp.com/docs/getting-started/recognize-user-sync-guide.pdf
- **Outlook**: https://recognizeapp.com/docs/integrations/recognize-outlook-implementation-guide.pdf
- **Sharepoint**: https://recognizeapp.com/docs/integrations/recognize-o365-sharepoint-implementation-guide.pdf
- **Slack**: https://recognizeapp.com/slack-employee-recognition
- **Browser extensions**:
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  - https://recognizeapp.com/recognize-chrome-grouppolicy-v2.adm

Launch!

Launch Checklist: https://www.recognizeapp.com/docs/getting-started/launch-checklist.pdf
Post Launch Strategy: https://www.recognizeapp.com/docs/getting-started/recognize-strategy.pdf
Best Practices: https://recognizeapp.com/best-practices-handbook.pdf