

Innovation Minds R&R Deployment Guide

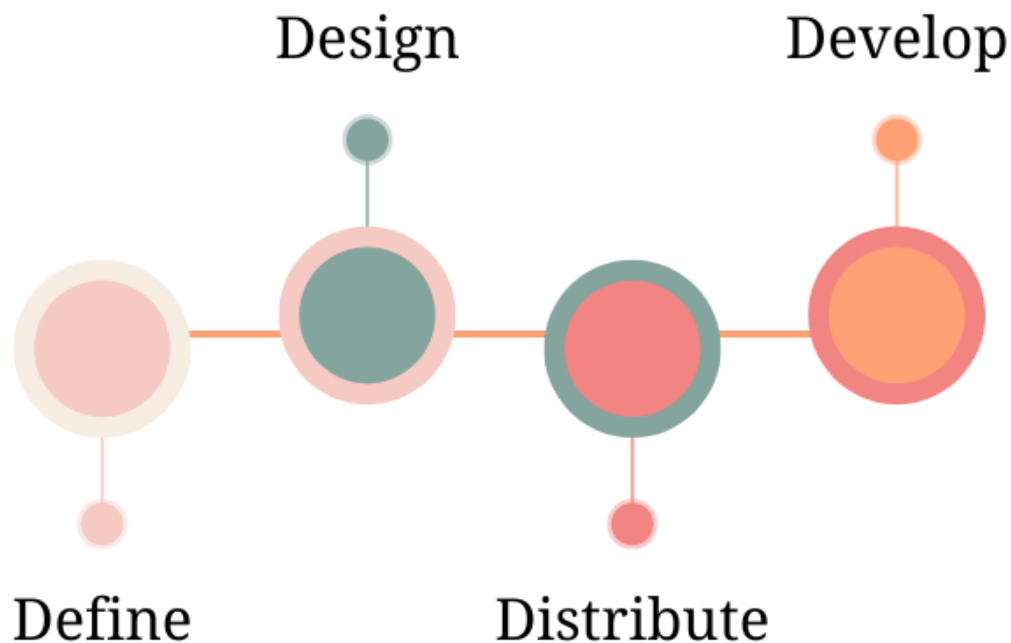
Purpose of Deliverable

This document describes the plan and guidelines for Employee Engagement to be followed during the program development. It provides supporting literature regarding the concept of innovation-based employee engagement, to ensure its understanding. In addition, some of the main employee engagement tools are described. The document outlines how the deployment plan will be dynamic and adapted according to both timeline and results achieved.

Intended Audience

This deliverable is intended to serve as an internal guideline for the appropriate employee engagement program. It should provide managers and stakeholders with a basic understanding of the procedures dealing with innovation-based employee engagement. It may also be an informative report for those external parties interested in different aspects concerning program potential and its development.

Process



Identify Key Players

This project team is made up of mature experts who understand the challenges and opportunities (including the risks and stakes), know how to solve them, and work well with other people and departments. This team also tends to be small, agile, and cross-functional -- so they can make and act on decisions with both speed and precision.

Project Sponsor: This person(s) should have the proper authority in your organization to provide clarity as to why Innovation Minds is being adopted, who is expected to use Innovation Minds, what type of work and what communications will happen in Innovation Minds, and when key moments within the deployment process should occur. (i.e., training, launch date, etc.). In certain contexts, this person can also be the Deployment Lead.

Project Lead: This is the point-person for the deployment of Innovation Minds. This will be the point-of-contact for communications with the CSM (Customer Success Manager) and will coordinate and facilitate the scheduling and execution of calls/meetings for the different touchpoints in the deployment process. In certain contexts, this person can also be the Sponsor.

Champions: Champions are the power users, the early adopters, the influencers, the sherpas on your path to collaborative nirvana. It is smart to have a healthy mix of individuals that are enthusiastic about this new change and others that are hesitant. Good change management means giving all voices the time and space to be heard. Our experience shows that successful deployments involve a group of champions within an organization to help pave the way for successfully adopting Innovation Minds. How many do you need? A good rule of thumb is to have at least one Champion for every 5 users in your account.

Users: Also known as end-users, are everyone else in your organization who will be utilizing the Innovation Minds Platform.

Define

An important first step in implementing a rewards and recognition program is to assess the current state of your organization's initiatives. This involves defining your goals, expectations, and intended outcomes, as well as identifying the program's purpose. Do you aim to enhance employee engagement, increase sales, or foster a better company culture? These considerations will help ensure a successful implementation.

Budget and Allocation

It is important to have budget guidelines in place to ensure that your recognition initiatives stay on track and that you have a clear understanding of how much to allocate to your leadership on a monthly basis.

These guidelines can also assist you in deciding which rewards to provide for each recognition event. Team Innovation Minds will assist you in creating these guidelines and planning your budget accordingly.

Parameters

The initial phase to achieve authentic acknowledgment at work involves setting up standards for rewarding and valuing your employees. The recognition process should be easily accessible, straightforward, and convenient for all workers. To make awards and recognition significant, it is crucial to define what qualifies as excellent work. The objective of establishing these criteria is to encourage the behaviors that you want to promote within your organization.

Types of Recognition

- "In the moment" recognition
Acknowledge and incentivize desirable actions as soon as they occur. This approach has a greater chance of creating a favorable impact on your workforce.
- Peer Recognition
Organic or facilitated display of appreciation or praise between equals—team members who don't manage or report to one another. This approach creates an unmatched sense of pride and accomplishment among your employees.
- Celebratory Recognition
Public and social celebration of major employee milestones, such as anniversaries and birthdays.
- Structured Recognition (Gamification)
Points-based recognition that focus on the positive qualities that employees bring to the workplace.

Design

The project team should develop a recognition framework that aligns with the program objectives and encompasses various aspects of employee performance, behavior, and organizational core values. The criteria for each type of recognition should be uncomplicated, ensuring that everyone can comprehend it easily.

Types of Points-based Recognition

- Engagement Score - Eligible actions for users to earn points for their engagement score.
- Pride Points - Eligible actions for points attributed to peer-to-peer rewarding capabilities.
- Award Points - Eligible actions for points attributed to rewards redemption.

Points-to-Cash

You have the option to exchange your points for local currencies through the Tango card exchange rates for USD. Team Innovation Minds will assist you in mapping these in line with your budget and allocation plan.

Automation

The project team has the option to automate celebrations and recognitions as per their preference.

Distribute

Once the policy and platform have been established, it's crucial to inform the employees about the program. To achieve this, the project team can utilize the Innovation Minds platform and available internal communication tools. This is essential in bringing adoption in the initial stages of the project.

Booster Points

To encourage positive user engagement, it is recommended to allocate booster points during the initial stages of your program for managers or employees to recognize their reports or colleagues. This is a critical decision point for the project team as this could help them prime the experience of their intended users.

Develop

To make the program successful, it is important to ensure that there is maximum participation and impact. It is recommended to carry out program relevant activities for a few days or even weeks following the launch to maintain momentum.

Evaluate

Measure current adoption, engagement, and traction via insights to better understand what excites your employees, what doesn't resonate with them and create appropriate course of action to improve their experience.

Improve

To improve your initiative, it's important to focus on identifying gaps and taking action to address them. This can involve adjusting your strategy, gaining a better understanding of the context in which you operate, reallocating resources as needed, collaborating with partners, and improving your recognition

parameters. By prioritizing these efforts, you can drive meaningful progress and achieve your goals more effectively.

