

09.16.2021

Two Secret Weapons To Improve Your Culture - Cheers & Virtual Suggestions



Samuel
Duggan

Sr. Customer
Success Associate

What You'll Learn Today



Agenda

Culture is in your Hands

Cheers! How to Empower your Employees to Recognize.

Suggestions, Listen, Act, RESPOND/Promote!

Q&A

Culture is in your Hands

TINYpulse is not just a monitoring Survey.

Admins and Managers have great opportunities to improve Recognition and communication with TINYpulse

 Surveys 

 Progress Plans

 Cheers 

 Wins 

 Suggestions

Our research has shown a significant correlation between Cheers in TINYpulse and voluntary turnover.

The more Cheers an employee sends and receives, the less likely they are to leave the organization voluntarily.

Top Receivers [See all](#)

 Morgan Arias 25 received

 Nancy Mullins 22 received

 Rosie Ezzell 19 received

 Brian Morales 17 received

 Thomas McBride 14 received

 Yuki Manai 14 received

 David Niu 13 received

 Gary Hambleton 13 received

 Jared McNabb 13 received

What is a Cheer?

Cheers are a viral **peer to peer** and **manager to peer** recognition tool.

It is a way to **recognize** and **celebrate** how your users are achieving their goals and affecting your **organization's culture**.

The screenshot displays the TINYpulse Demo interface. On the left is a navigation sidebar with options: Surveys, Dashboard, My team, 1-on-1, Goals, 360 Feedback, and Wins. The main content area features a user profile for David Niu (64 months), 'Cheers Stats' (290 Cheers Sent, 285 Cheers Received), and 'Pulse Response Streaks' (0 Yours, 15 Org). Below these is a 'Cheers Network' diagram with nodes for Matt Lalaka, Anyth Ali, Mia Nguyen, Mick Cassidy, Henry, and Cory Kossick. A red box highlights the 'Send Cheers for Peers' form, which includes a 'To' field, a text area with the prompt 'Recognize someone who helped you, brought you sunshine, or went the extra mile with a Cheers!', and buttons for GIF, Photo, Sharing options, and SEND. At the bottom right, there is a 'Benefits Satisfaction - Demo' bar chart for the period May 01 to May 08, 2021, with the question 'I am satisfied with my take-home pay.' and a scale from 0 to 75.

We understand the importance of Recognition,
How do we get the **MOST** out of Cheers for
Peers?

Getting the Most from Cheers, Value Tags

With eyes closed and fingers crossed, would the majority of your employees be able to recite your organization's values?

Our **research** shows that only **42% of employees** can say that they know their organization's vision, mission, and values. So how can employees be expected to live out the company values if they do not know them?

Send Cheers for Peers Send Suggestion

ashley+3@tinypulse.com

You are an inspiration to us all. I want to thank you for all the hard work you do for the company every day. I enjoy working with you and look forward to your continued success.

Accountability Go the extra mile

Select a cultural value to associate with your Cheers

<input type="checkbox"/> Delight customers	<input type="checkbox"/> Positivity	<input type="checkbox"/> Lead with solutions
<input type="checkbox"/> Transparency	<input checked="" type="checkbox"/> Go the extra mile	<input checked="" type="checkbox"/> Accountability

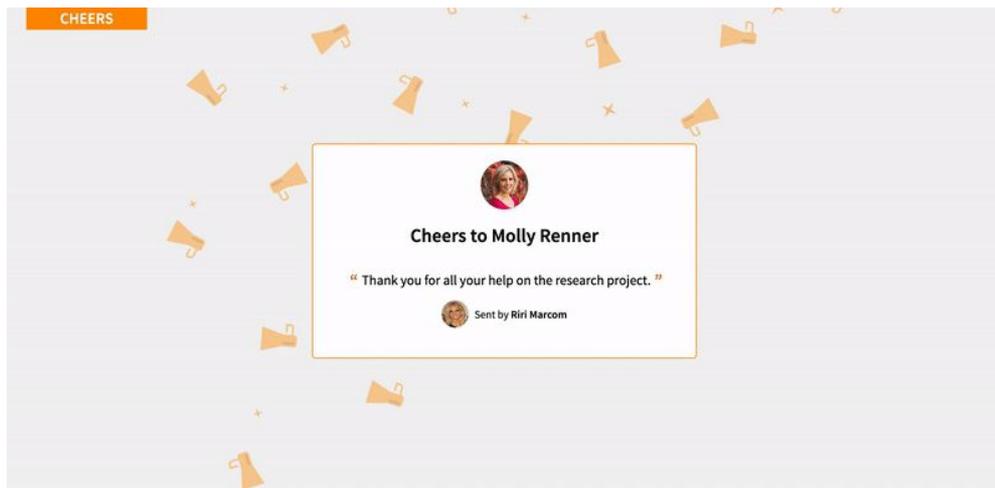
GIF GIF | Photo | TINYgiftcard ⓘ

Sharing options **SEND**

Getting the Most from Cheers, Live Feed!

Cheers are the most viral component in TINYpulse, which means you have probably seen a ton of peer recognition sent through the platform.

As an administrator, you have so many ways to share and elevate this recognition! It feels great to receive a Cheers but you can actually amplify the appreciation by making Cheers publicly available to employees.



Gift Cards for Cheers!

Everyone loves receiving Cheers. **Our research** has even found a high correlation between recognition and centrality. Meaning, employees who send and receive a lot of Cheers are central to the organization, and central individuals tend to be **happier and more engaged in their roles**.

Data aside, Cheers are a fun way to brighten someone's day by giving them the recognition they deserve for going out of their way, above and beyond, or just to say 'congratulations' for a job well done.

But sometimes, employees just do something really special that deserves a bit more than a virtual high-five. That's where the **TINYgiftcard** comes in.

TINYgiftcards

TINYgiftcards are Cheers that carry a redeemable monetary reward.

Employees on the receiving end of **TINYgiftcard Cheers** can immediately visit the Tango Card site to select a gift card of their choosing and redeem their reward.

Send Cheers for Peers

To

Recognize someone who helped you, brought you sunshine, or went the extra mile with a Cheers!

Select a cultural value to associate with your Cheers

Delight customers Positivity Lead with solutions

Transparency Go the extra mile Accountability

Send a TINYgiftcard (USD):

GIF GIF Photo TINYgiftcard ⓘ Anonymous Hide from Cheers Feed

Available balance: USD 100.00

How To Kick-start Cheers for Peers?

1. Quota

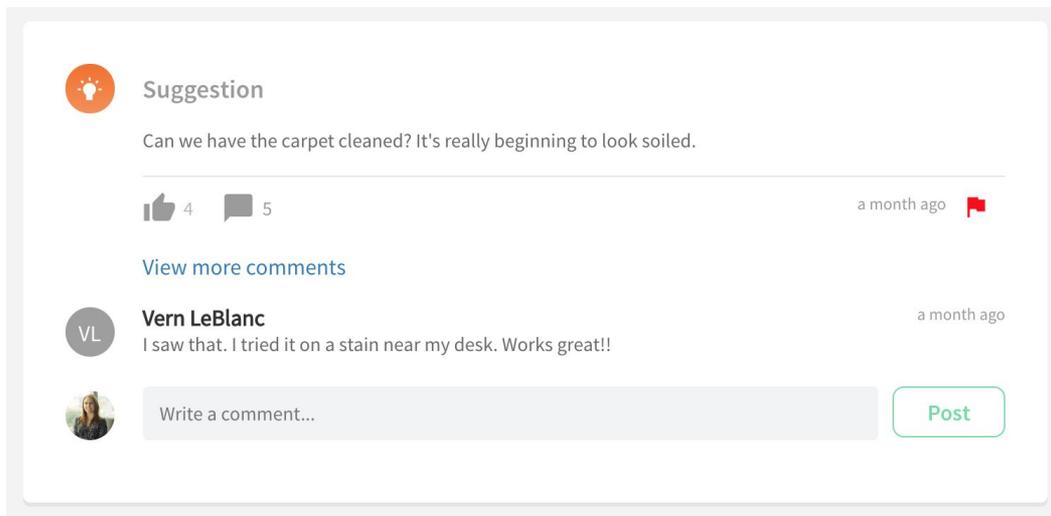
- a. Cheers are not passive like surveys, you need to kickstart their use.

2. Celebrate

- a. To maintain your engagement with Cheers, celebrate your employees by selecting peer to peer cheers to recognize at a company level

Suggestions! Listen, Act, Promote!

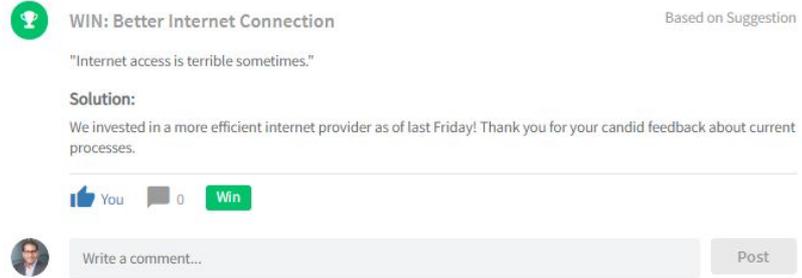
You have already taken an incredible first step to building a better culture by giving employees a powerful communication platform like TINYpulse. But asking for feedback and not doing anything with it is almost worse than not asking for it at all!



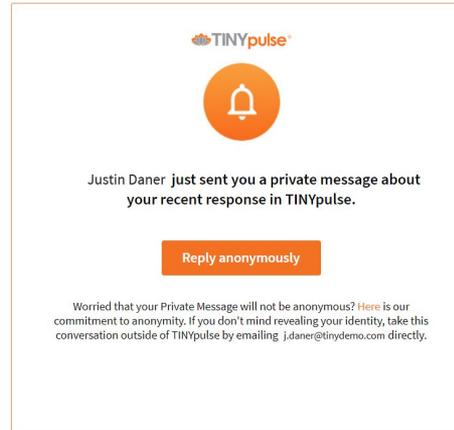
Respond/ Promote

The #1 reason why employees stop giving their feedback via TINYpulse is that they feel like administrators are not taking action.

So this is exactly why it is so important to be **transparent** with TINYpulse feedback and demonstrate the steps you are taking to affect positive change based on their TINYpulse contributions.



A screenshot of a TINYpulse notification. At the top left is a green circular icon with a white trophy. To its right is the text "WIN: Better Internet Connection" and further right, "Based on Suggestion". Below this is a quote: "Internet access is terrible sometimes." Underneath the quote is the heading "Solution:" followed by the text "We invested in a more efficient internet provider as of last Friday! Thank you for your candid feedback about current processes." Below the text are three buttons: a blue thumbs-up icon with "You", a grey speech bubble icon with "0", and a green "Win" button. At the bottom left is a small circular profile picture of a man. To its right is a text input field with the placeholder "Write a comment..." and a grey "Post" button.



A screenshot of a TINYpulse notification. At the top center is the TINYpulse logo. Below it is a large orange circular icon with a white bell. Underneath the icon is the text "Justin Daner just sent you a private message about your recent response in TINYpulse." Below this text is an orange button with the text "Reply anonymously". At the bottom of the notification is a small paragraph of text: "Worried that your Private Message will not be anonymous? [Here](#) is our commitment to anonymity. If you don't mind revealing your identity, take this conversation outside of TINYpulse by emailing j.daner@tinydemo.com directly."

Action

The screenshot displays the TINYpulse interface with a Kanban board. The board is divided into three columns: **UNDER CONSIDERATION (1)** (Most Voted), **IN PROGRESS (2)** (Most Recent), and **WINS (1)**. The 'Under Consideration' column contains a card for 'Decaf Coffee' from Admin. The 'In Progress' column contains two cards: 'offsite for next quarter' from Admin and 'Launch TINYpulse' from Admin. The 'Wins' column contains two cards: 'Cleaned Up Company Drive' from Suggestion and 'Company Hierarchy' from Admin. The interface includes a left sidebar with navigation options like Admin View, Dashboards, Surveys, Cheers, Wins, and Suggestions, and a top navigation bar with user profile and notification icons.

- **Under Consideration:** All anonymous TINYpulse Suggestions given in the last 3 months appear here automatically.
- **In Progress:** Move items into the **In Progress** column when you are ready to work. Here you can add collaborators to delegate responsibilities to others and even add tasks to show step-by-step progress.
- **Wins:** When you are done, celebrate by moving a card to a Win!

Demo



Q&A Time



Thank you!



Appendix

