Feature Overview

Recognition and Remarks

As performance management shifts more and more towards ongoing employee interactions, there's a growing need for a continuous evaluation process that captures the true substance of these frequent engagements. Sporadic direct observation of daily employee habits often leave manager appraisals lacking the proper frame of reference to support their assessments, and peer reviews are only effective when requested and timely.

symplr Performance's Recognition and Remarks feature helps alleviate the contextual shortcomings of scheduled reviews and appraisals by providing a way to deliver feedback to colleagues at any time – not just when requested or during annual review periods – allowing you to compile a more accurate view of employee performance.
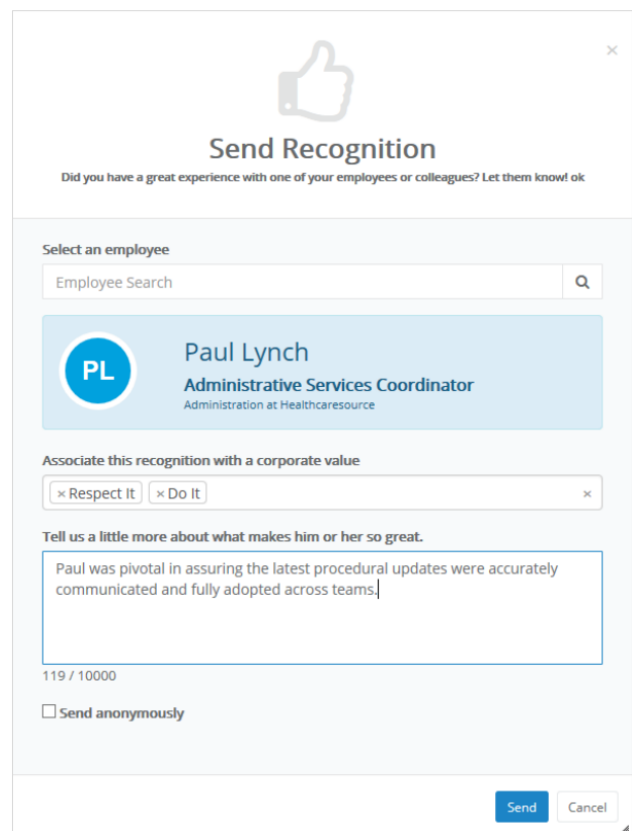
What is it exactly?

Recognition and Remarks is a commenting system where employees can send input to other employees about a recent exchange or behavioral observation. Think of it as a virtual pat on the back for a job well done; electronic praise from afar for good work; an online shout-out to a colleague for stepping up and helping out.

These comments can be sent at any time from within symplr Performance – not just during review periods or when specifically requested. This 24/7 approach to input allows people to respond immediately and honestly while everything is fresh on their mind so they're able to include specific details in their comments.

Additionally, this input can be associated with organizational and/or corporate values to provide even more context to the nature of the employee behaviors that inspired the unsolicited comments.

Send Recognition

Did you have a great experience with one of your employees or colleagues? Let them know! ok

Select an employee

Employee Search

PL Paul Lynch
Administrative Services Coordinator
Administration at Healthcaresource

Associate this recognition with a corporate value

× Respect It   × Do It   ×

Tell us a little more about what makes him or her so great.

Paul was pivotal in assuring the latest procedural updates were accurately communicated and fully adopted across teams.

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☐ Send anonymously

Send   Cancel

Employees also have an option to send the input anonymously, which simply hides the name of the sender of the comments from the recipient. This helps encourage employees to provide open and honest input regarding colleague activities.

Once the comments are sent, recipients can view the input left for them in symplr Performance. Recognition is saved in the employee profile, so both employees and managers can review the full history of received recognition.

How do I use it?

In an effort to encourage employees to send input to colleagues, we've made it easy as possible to use Recognition and Remarks – it only takes a few clicks and completing a short form for comments. And since the feature is readily available on the main *Tasks* page in symplr Performance, it's easy to access.

Recognition and Remarks is unlike other features in symplr Performance in that it uses a single icon on the *Tasks* page to access all its functionality. A floating icon now lives in the bottom right corner, which automatically expands to show all available options when you hover your cursor over the icon.

Here's what's available when you expand the icon's menu:

- **Send Recognition**. The main option for the feature, this opens the Recognition and Remarks form where you select which employee to send input to, associate organizational values, and include comments.

- **My Recognition**. This option allows you to view any input left for you by other employees. It opens a pop-up window that displays a list of all Recognition and Remarks, organized by date.

- **Recognition Approvals**. Available only to managers, this displays input that has been sent anonymously to a direct report employee. Managers must review and approve anonymous input before they are sent to the recipient. Neither managers nor recipients can see who sent the anonymous input.

- **Request Recognition**. Not only can you send recognition to colleagues at any time, you can also ask them to send some your way too! Use this option to select specific employees and ask them to provide input.

- **Received Requests**. This option only appears when an employee has sent you a request to provide them with feedback. You have the option to accept or decline their request.
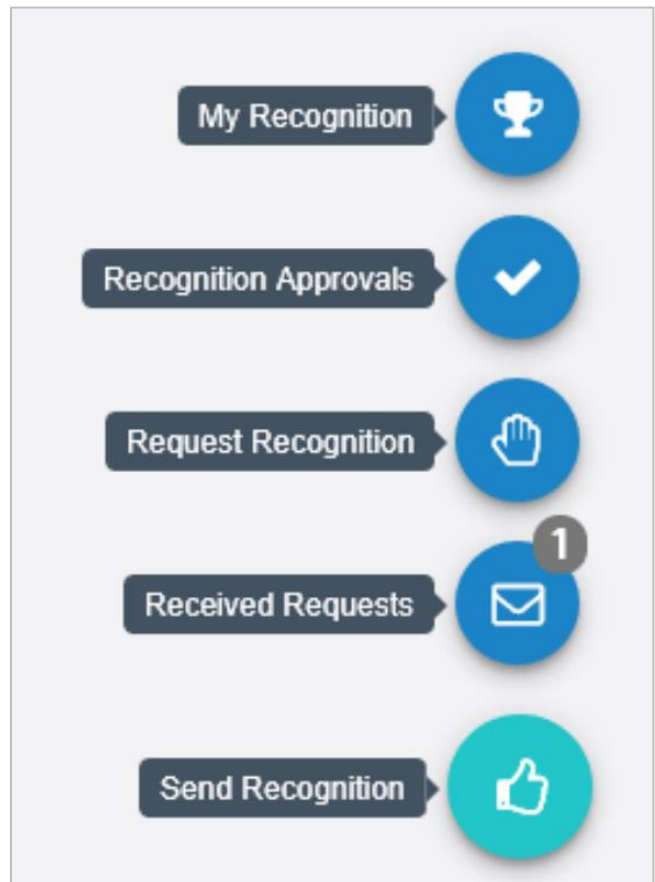
Note: Due to the highly configurable nature of Recognition and Remarks, not all of the options shown here may be available in your icon menu.

Selecting any of the available options opens a pop-up window that allows you to take action or view input left by other employees. Let's take a closer look at each option.

Send Recognition

As mentioned, this is the main option for sending input to employees, and is available to all symplr Performance users. Selecting this option opens the Recognition and Remarks form where you select an employee, determine which values to include, and enter details about the input into the available text box.
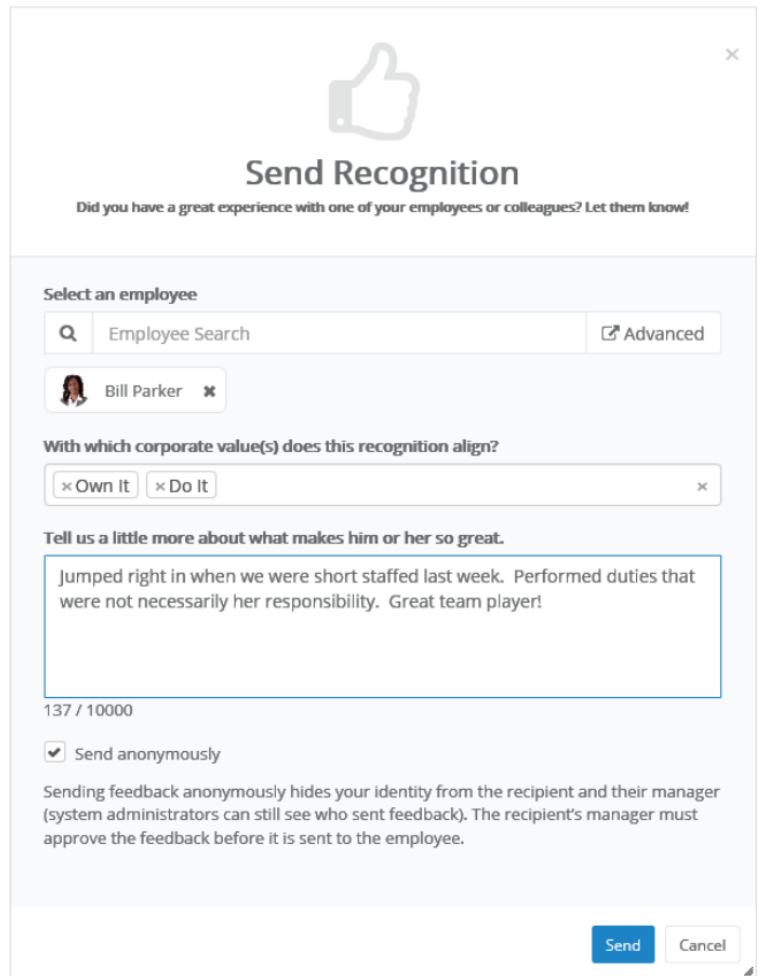
A configurable option also allows you to send feedback to multiple employees at once. If your employee search field contains an **Advanced** button, you're able to add multiple employees to receive your comments. Clicking **Advanced** opens an employee picker that provides the ability to not only select multiple employees, but also entire facilities, departments, and job positions!

There is also the **Send anonymously** option that allows you to send input to an employee while hiding your name from the recipient. Anonymous input must be approved by the recipient's manager (who is also unable to view the name of the sender) before they appear to the recipient.
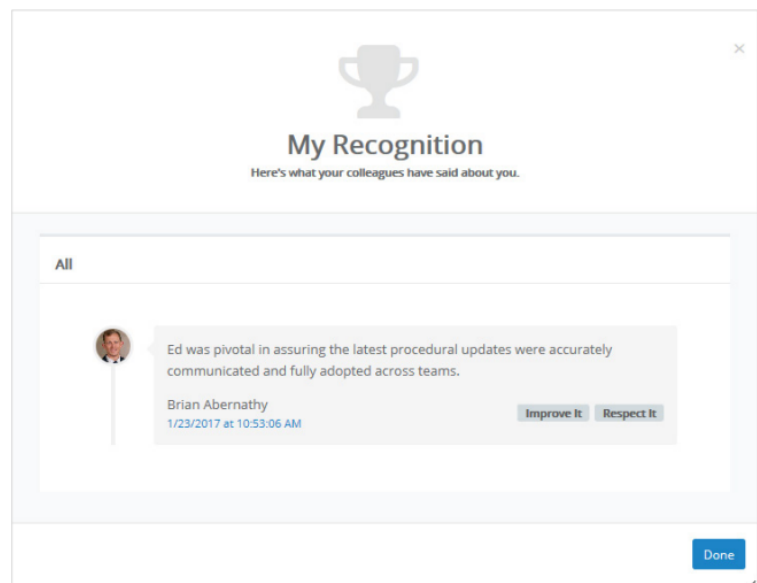
My Recognition

My Recognition simply lists all the input that has been left for you as an employee. A notification badge appears on the main Recognition and Remarks icon on the *Tasks* page when new input is available to view, and expanding the icon shows the notification badge on the **My Recognition** icon as well.

The pop-up window that opens when **My Recognition** is selected lists the input left for you, with the most recent items shown at the top of the list. New items are displayed separately in an **Unread** list, and all comments can be viewed by clicking the **Show All** button.

Recognition Approvals

This manager-only option is where anonymous comments are reviewed and approved before they reach their intended recipient. Managers of the recipients of anonymous recognition must approve the input before it appears for the recipient. Rejected comments are removed from the *Recognition Approvals* window and never seen by the intended recipient.

Just like **My Recognition**, a notification badge appears on the **Recognition Approvals** icon when there are new items to review.

Request Recognition

For those times when you just can't wait for a colleague to submit unsolicited feedback, the **Request Recognition** option allows you to ask fellow employees to provide input on your performance at any time.
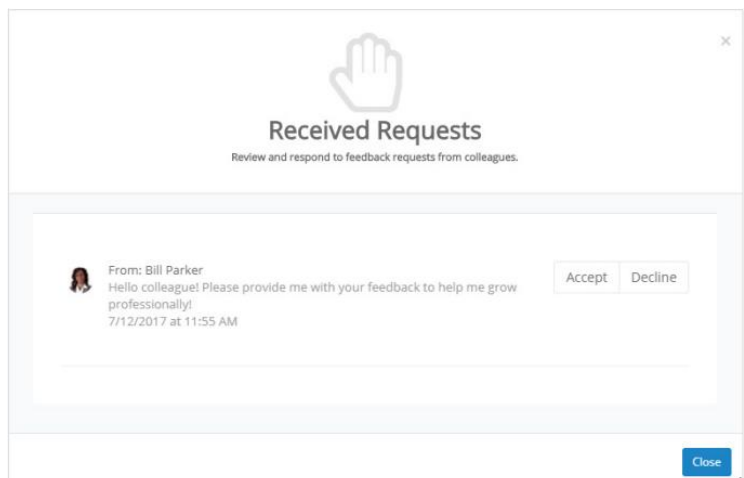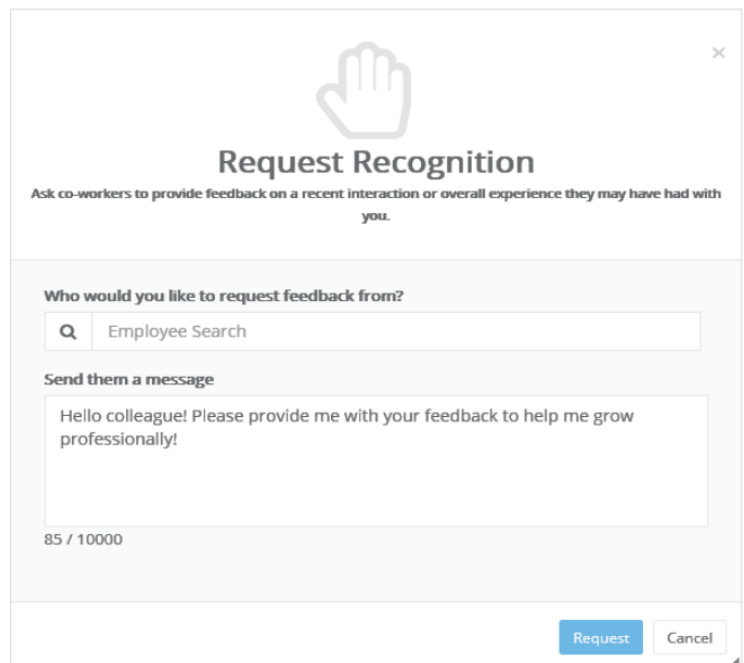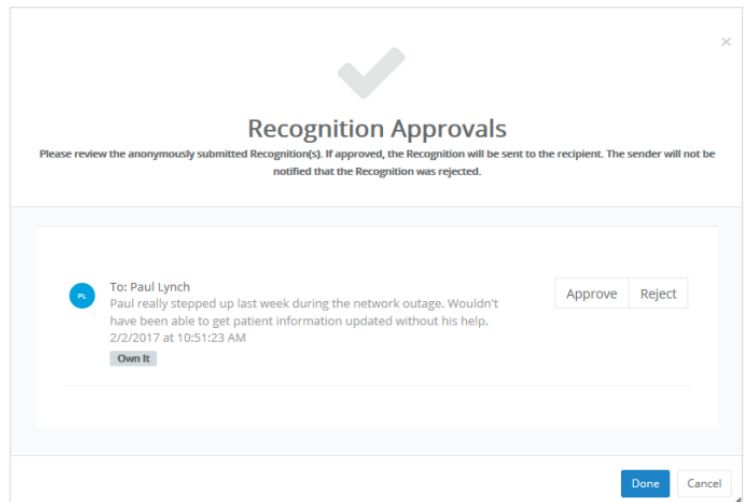
The employee search field allows you to select multiple employees for the request – there's no limit to the number of employees you can select.

Once the request is sent, selected employees receive an email notification and an indicator on their **Recognition and Remarks** icon to let them know they have a new request waiting.

Received Requests

This option only appears in your icon menu when one of your colleagues requests input from you directly using **Request Recognition**. Selecting the option opens a pop-up window that lists all the requests waiting for your response.

Each item in the list has the option to **Accept** or **Decline** the request. Accepting a request opens the *Send Recognition* form directly underneath the request so you're able to quickly respond in the same pop-up window.

Recognition Approvals

Please review the anonymously submitted Recognition(s). If approved, the Recognition will be sent to the recipient. The sender will not be notified that the Recognition was rejected.

> **To: Paul Lynch**
> Paul really stepped up last week during the network outage. Wouldn't have been able to get patient information updated without his help.
> 2/2/2017 at 10:51:23 AM
> Own It
>
> Approve   Reject

Done Cancel

Request Recognition

Ask co-workers to provide feedback on a recent interaction or overall experience they may have had with you.

Who would you like to request feedback from?

🔍 Employee Search

Send them a message

Hello colleague! Please provide me with your feedback to help me grow professionally!

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Request Cancel

Received Requests

Review and respond to feedback requests from colleagues.

> **From: Bill Parker**
> Hello colleague! Please provide me with your feedback to help me grow professionally!
> 7/12/2017 at 11:55 AM
>
> Accept   Decline

Close

Customizing Recognition and Remarks

While we designed Recognition and Remarks to be easy to use, we also realize that many of our clients already have some sort of recognition program in place for employees – many of which utilize a different naming convention than the one we've given Recognition and Remarks. Therefore, we've provided a way for administrators to customize the verbiage that appears in the various areas of the feature so it can be fine-tuned to match or complement existing feedback systems already in use.

Feature Verbiage

The main configuration page for Recognition and Remarks, found on the *Settings* page under **Admin**, provides areas to adjust the messaging that displays to employees in the various windows of the feature (such as *Send Recognition* and *Recognition Approvals*). Any underlined in the example windows shown for the various areas of Recognition and Remarks can be changed so it aligns with your organization's programs.
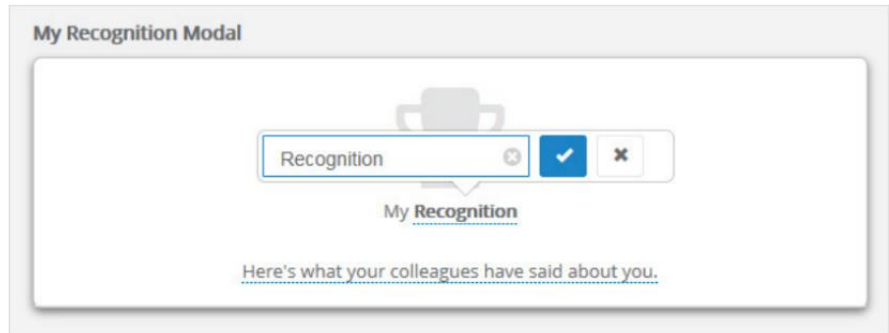
Corporate Values

Corporate values that are associated with Recognition and Remarks can also be customized so they match organizational standards. These items are found on the *Custom Lists* page under **Admin**, which includes a link that allows you to **add and edit Custom Lists for Recognition**.

Values include a title and a description, and can be reordered in the list as necessary. There's even the ability to add values, but not immediately **Publish** them (so they don't appear in the Recognition list), allowing you to review items before they're finalized and pushed out for everyone to use.
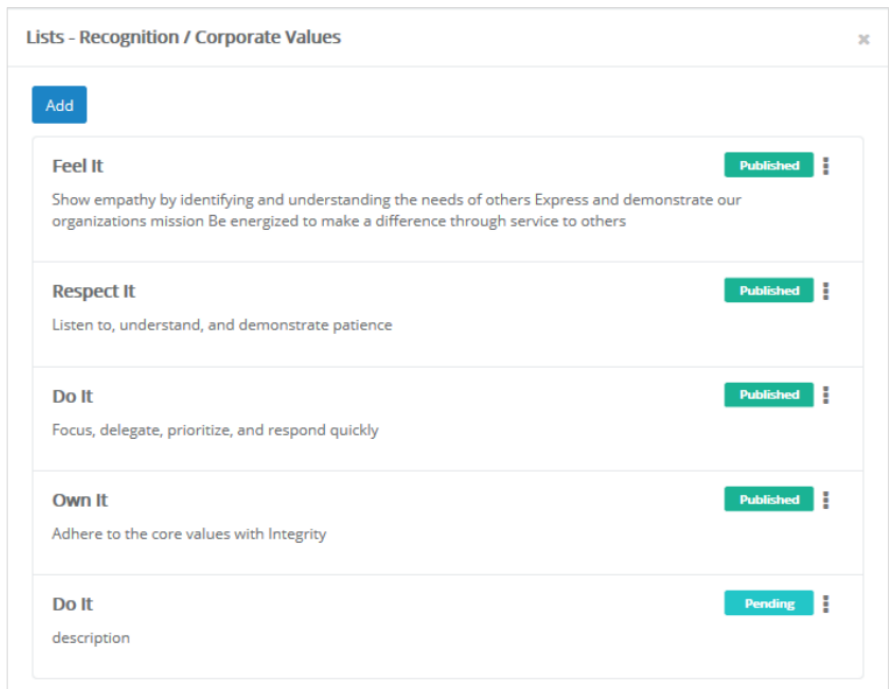
The Fine Print

Nothing to worry about, just some of the finer details you should be aware of as you use Recognition and Remarks.

- Employees can also view all their received Recognition by visiting the *Feedback* page under **My Folder** and opening the **Timeline** tab.

- The main Recognition and Remarks icon is also available on the *Employee List* page for managers and administrators.

- Though anonymous input hides the sender's name from the recipient and their manager, system administrators are still able to see who sent the comments.

- The **Send anonymously** option is configurable, so it can be enabled or disabled based on your organization's preferences.