



## Team Discussion Guide for Rewards & Recognition

As part of your Kazoo launch, give this discussion guide to managers and people leaders.

This guide will help facilitate:

- A high-level walkthrough of the what / why
- Key points that should come from managers and answers to common questions

### Key information

Managers, we are counting on you to be a champion of our new employee experience platform, Kazoo. There is opportunity to show your team how this initiative helps them add their voices while enabling them to give recognition, get recognition, and choose meaningful rewards for themselves.

What's next? Plan to address it in one of your regularly scheduled meetings. Set aside about 15 minutes for this topic.

Note that you are not expected to know every detail of the Kazoo platform for this meeting. This discussion guide gives you talking points aimed at helping you and your team succeed in getting started with this initiative, as well as answers to FAQs your team might have.



## High-level agenda for your team meeting

- Why we need Kazoo — what is Kazoo and why are we using it?
- Recognition Best Practices — what and when do I recognize?
- Understanding the basics — some general info about how it works, but not all the nitty-gritty details.
- Closing — a chance for questions and sharing resources.

## Why we need Kazoo?

Communicate that Kazoo is a way to better reveal, recognize, and reward our employees for doing great work every day.

It's not one more thing to do, it's a more effective way to do what you're already doing—and to amplify its effect. Now you can easily share information beyond just the person you're recognizing—you can make it visible across the company.

We've purchased this tool because we know it's important that each of us has a voice in recognizing good work and culture.

## Best Practices of Recognition

I'm going to be using Kazoo to recognize you and others across the business. I expect you to do the same. It's easy to keep the Kazoo window open and check what's going on a few times a day. Or use the Kazoo mobile app, which is available for iPhone and Android.

### What do I recognize?

- Sometimes it's landing a new client, sometimes it's helping to review and finalize an important document, and sometimes it's simply living out one of our core values.
- You get to decide.

### How often do I recognize?

- Don't wait until the end of the week or the month to recognize each other. When you see something worth recognizing, share it.
- If you're not logging on and recognizing people a couple times a week, set reminders in your calendar to get you in the habit. I guarantee you'll witness something post-worthy at least that frequently. Remember that this is a way to recognize the little things as well as the big things — not everything has to be epic — it just should be meaningful.



## Understanding the Basics of Kazoo

This is a social platform, and we recognize great work using posts like on other social platforms. You can recognize anyone across the business.

### Recognizing Others

- When you recognize someone, you send them points.
- You'll get a certain amount of points to give away each quarter. These points expire at the end of the quarter. Use it or lose it, so to speak.
- Each point equals a penny. (For example, 500 points = \$5.00.) These points are called Giving Points.
- You decide how many points to send with each recognition. Recognize others for supporting our core values, supporting other team members, or simply going above and beyond.

### The Social Aspect of Kazoo Recognition

- All recognition that we send through Kazoo will be visible on our company activity feed for everyone else to see.
- Reviewing the posts on the feed is a great way to stay in-the-know about who is doing a great job and stay connected across the globe.
- Your comments are public, so exercise good judgment when posting! That doesn't mean that they can't be funny or casual—just keep them in good taste and don't post information that shouldn't be shared in a public venue.
- You can make your posts private so that only you, the recipient and the admin will see it if it's a sensitive topic.

### Getting Recognized

- When you do something awesome, others will recognize you – and they'll send you points. The points that you get with the posts are called Points to Spend, and they don't expire.
- You can use these points to redeem for rewards in our awesome rewards catalog. This is the exciting part! These are rewards and experiences you can't get anywhere else, so log in and check this out on launch day!



### How do I access Kazoo?

- Visit <https://colorado.kazoohr.com/> and log in with you IdentiKey.
- There's a free Kazoo HR mobile app for Android or iPhone so you can send recognition anytime anywhere!

Use the remaining time to let your team ask any questions, express any concerns, or discuss the program. Remind your team that Kazoo is a way to help them better reveal, recognize, and reward their peers for doing great work every day.

Have fun and enjoy!



## FAQs

### **Can I access this from any computer?**

Yes, any computer with internet access. You can access the platform by going to <https://colorado.kazoohr.com/>. You can also use the free mobile app.

### **What's the difference between the two types of points?**

Points to send are for you to give to others as a reward. They expire and you can't use them on yourself so there's no point in holding on to them.

Points earned don't expire. They're the points that others give to you for your awesomeness. You get to redeem them for rewards in the reward catalog.

### **Why is this important/different with this program?**

First, it lets you decide what's worth recognizing and gives you the chance to share that with others and give them points. It's a way to spread the word in as real-time as you make it and reward others for what they're already doing that is making this a better place to work.

### **What happens if we don't use our points?**

Your giving points will go away at the end of the quarter and be replaced with your new giving balance for the quarter. You can save or redeem your redemption points as you see fit.

### **What types of rewards will we have?**

We will have a variety of gift cards, products, donations, and experiences. The catalog will be updated often, so check back frequently to see all the new exciting rewards!