



TSPMG Rock Star Award: *A Peer-to-Peer Recognition Tool*



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Background

TSPMG leadership has prioritized employee recognition as an important metric for KP GA (based on Gallup survey data collected over the last two years) and deployed the Innovation Team to help. Using Human-Centered Design principles, they worked with over 20 employees from all over the organization to learn what recognition meant to them. One overwhelming message that they kept hearing was how meaningful peer-to-peer recognition is. As a result, the Rock Star Award was born and successfully piloted with the Piedmont/Midtown Hospitalist and Case Management teams. There has been interest from across the organization, so now the Rock Star Award is being made available to you!

Instructions

Your toolkit comes with an inflatable plastic guitar. The research of the Innovation Team found this to be a very effective, easy, and fun way to promote peer recognition. Here's how to use it:

1. You've decided you want to use the Rock Star Award to promote peer-to-peer recognition. Congrats on completing this first step!
2. Who do you work with in person on a daily or almost daily basis? Does it include nurses? Case managers? Others? Consider this as your Rock Star recipient pool.
3. Meet with the leaders of all the groups you identified in Step 2 and come to agreement on when and how frequently you want to distribute the Rock Star Award.
4. Send out an e-mail announcement letting the team know what the award is about and why you're implementing it (see attached e-mail template).
5. For the inaugural use, you as the leader(s) will choose the initial Rock Star. After that, the reigning Rock Star will choose the next Rock Star by notifying the department leadership of their nomination via e-mail.
6. At the next available opportunity, the current Rock Star will physically give the next Rock Star the award and tell them why they were nominated.
7. Optional, but recommended:
 - a. The department leader or a designee will e-mail the entire team to let them know who the newest Rock Star is and why they were chosen. The benefit of doing this is that the team is inspired by hearing great things about their peers, and frequently they will respond to these e-mails with words of praise of their own.
 - b. Take and share a picture of the newest Rock Star with their guitar.
8. Repeat steps 5-7 at the designated times you chose in Step 3.

Rules

There are no rules – you can use the guitar however you want! There are a few suggestions that you may want to consider:

- As this award is meant to promote peer-to-peer recognition, it is recommended that leaders are not among the first recipients of these awards. If someone gives it to you early on, thank them, and encourage them to give it to someone else to keep the spirit of the peer-to-peer aspect of the award alive, at least at first.
- To keep the award circulating, it's suggested that the current Rock Star cannot nominate the person who just nominated them. However, it is okay if someone gets the award twice over time. The nomination should feel authentic and not be restricted by whether someone has received the award previously.

Modifications

Feel free to iterate, or build, on the Rock Star Award.

- Are there a lot of SEC football fans in your department? Buy a UGA stuffed dog and use that!
- Find that you're getting bored with the guitar? Buy other inflatable items like microphones, drums, saxophones, banjos, and keyboards (YES, they do exist). Get inspired by the seasons – use beach balls in the summer, flowers in the spring, etc.
- Want to add some financial value to it? Every so often (maybe quarterly or annually), put the name of everyone who won the Rock Star Award into a drawing for a \$100 gift card or some other nice prize.
- Create a recognition board in your department to post photos of the winners - your very own Rock and Roll Hall of Fame!

If your team is remote or otherwise not in contact very often, save the Rock Star Award for team meetings, and make it a standing agenda item at those meetings.

If your team is small, consider combining with another department to do a combined Rock Star Award. Or, just have team members pass it on to each other whenever they are appreciative of a job well done.

Road Blocks

What do you do if . . .

The winner forgets to nominate someone? Gently remind them that it's their turn to "pay it forward".

Someone does not turn in a written nomination? Ask them to 1. Think of a peer who deserves the award and why and 2. Send you an e-mail with that info.

Someone nominates another person out of turn? Thank them for sending the nomination and remind them that the way the award is designed is that the person who is the current Rock Star gets to choose the next Rock Star, though you will hang onto their nomination and use it in the future.

You can use that nomination either a) When the current Rock Star forgets to nominate someone after multiple requests from you or b) When that person eventually gets nominated by a current Rock Star, you can say that they actually were nominated twice and share both written nominations.

At first, it will depend on the leader to propagate the Rock Star Award. You'll likely have to send people reminders to nominate others, enlist people to help you take photos of the winners, etc. Don't be deterred – it will get easier over time.

Have more questions? Please feel free to contact the Innovation Team:

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E-mail Template to Use When Introducing the Rock Star Award to Your Team

(Custom fields in red font)

Hello Everyone,

TSPMG leadership has prioritized employee recognition as an important metric for KP GA (based on Gallup survey data collected over the last two years).

There are several efforts underway to address this within our medical group. I would like to ask for your participation with a new initiative on our team: The Rock Star Award.

What: Over the next **X months** you will have the opportunity to recognize and be recognized by a member of our team for the outstanding work you are already doing.

Who: **Anyone who has a desk/ workstation in the XXX office is eligible to participate.**

The Award:

How it Works:

1. You may receive the inflatable guitar shown, along with a brief comment from your nominator explaining why you are a Rock Star.
2. After you receive the Rock Star Award you may enjoy it at your desk/workstation for **X days/weeks**. Then it is your turn to nominate someone.
3. Please let me know when you've been nominated via cell/text/e-mail (**insert your contact info here**).

Why: Recent Human Centered Design work with TSPMG employees around recognition has indicated that peer-to-peer recognition is highly valued and meaningful, even when easy, simple and inexpensive (but authentic).

Thanks very much for your participation and feedback!

