AI Analysis of Recognition Messages

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Employee Rewards, Recognition & Engagement Platform

An IIT-IIM Alumni Company

ISO 27001 | ISO 27701

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Recognition Messages*

"... maintained a CSAT score of 100% with 10 feedback surveys for March. Thank you for consistently delivering a superior level of support experience on your tickets."

"We appreciate your commitment during the holidays to ensure smooth operations for dispatch of finished goods."

"Consistent performance! Overachieved in all parameters, Highest KRA score in West Region, Top Rated RM by her members with 3 Excellent & 5 Good Ratings."

"This is to commend the successful conceptualization, planning, and execution of the marketing campaign. It resulted in a strong and long-term business impact on the consumer, contractor, and dealer channel."

*Samples

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Analysis & Findings

Data Collation	Data Cleaning	Data Reduction	Categorization	Final Output
Collated 250,000 recognition messages/ citations from 50+ companies	Removed all employee and company-specific content using AI tools for privacy and confidentiality	Reduced the data using AI tools (natural language processing) to keep unique messages	Categorized achievements being recognized, based on their similarities using AI tools	Identified 9 categories and overall 33 sub-categories of recognized achievements

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Achievements Recognized

Customer Satisfaction

Financial Performance

Project/ Work Delivery

Adaptability/ Innovation

Leadership/ Teamwork

Stakeholder Management

Problem-Solving

Learning & Development

Company Reputation

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Customer Satisfaction

✓ Achieved high levels of client or customer satisfaction

✓ Built strong client relationships

✓ Received outstanding customer feedback or accolades

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Financial Performance

- ✓ Achieved cost savings or cost reductions

- ✓ Efficient budget management

- ✓ Enhanced productivity, efficiency, or profitability

- ✓ Developed and implemented successful marketing campaigns or initiatives

- ✓ Generated significant business growth, market share, or revenues
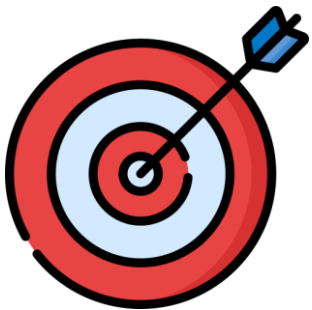
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Project / Work Delivery

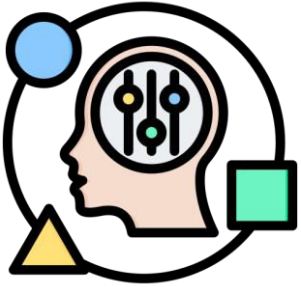✓ Completed projects successfully despite challenges or complexity

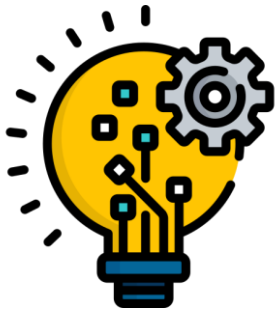✓ Consistent delivery of high-quality work within tight deadlines

✓ Consistently met or exceeded expectations or targets. Or demonstrated exceptional performance

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Adaptability/ Innovation

- ✓ Adapted to changing business environment and demonstrated adaptability, flexibility, or resilience

- ✓ Developed and implemented innovative strategies, solutions, or new technologies

- ✓ Proactively sought out and implemented process improvements

- ✓ Implemented efficient systems or workflows

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Leadership/ Teamwork

✓ Boosted employee morale

✓ Mentored and coached team members for professional growth and success

✓ Fostered collaboration/ teamwork or positive work culture

✓ Demonstrated exceptional leadership or decision-making

✓ Successfully managed a team/ cross-functional team

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Stakeholder Management

 ✓ Developed and delivered impactful presentations

 ✓ Effectively communicated with stakeholders

 ✓ Negotiated successful contracts or deals

 ✓ Established strategic partnerships
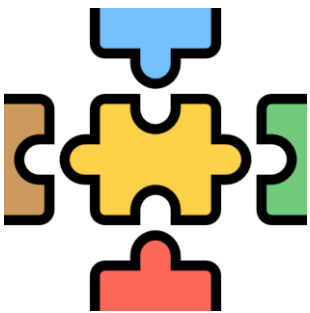
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Problem-Solving

- ✓ Demonstrated exceptional problem-solving

- ✓ Demonstrated exceptional time management

- ✓ Proactively identified and solved problems

- ✓ Resolved complex issues effectively

- ✓ Spearheaded successful business initiatives or projects

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Learning & Development

- ✓ Gaining a skill or competency that benefited the organization
- ✓ Implemented effective training programs

Company Reputation

- ✓ Received industry awards or recognition
- ✓ Strengthened company reputation

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How can this help?

1 Identify Gaps in Current R&R Framework

2 Redefine Recognition Criteria

3 Realign R&R Policies

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