



IT Team Case Study

It's good to give Karma!

2021

Introduction

The IT sector was one of the first to imbibe partially or completely remote work culture. Distributed teams have long and successfully utilized InVision, GitLab, Basecamp, Evernote, Ghost, 1password, WordPress, and many other recognizable virtual work platforms. In addition to a large number of advantages (costs reduction, mobility, comfort), this format of work has its disadvantages, one of which is communication problems within the team.

While communication in the office is excessive and distracting, communication in remote teams is not enough. The success of the work depends on the correct communication within the team. And it doesn't work by itself.

We at Sliday have been working in a completely remote team for about ten years. And Karma was originally designed as our inner tool for increasing team member engagement, communication, motivation, and simply expressing gratitude to each other. After making sure of its effectiveness, we made Karma a product available to everyone.

More than 25% of Karma users are IT companies, and in this document, you will find several recommendations on how to configure Karma for your remote IT teams.

Karma is a unique language for communication and engagement

To solve the existing problems of a remote IT team's effective work, Karma offers several possible tools.

1. Karma @user++

The key advantage of organizing remote teams is the absence of territorial restrictions - you find the best specialists, regardless of location. At the same time, one should not forget about cultural differences. For example, some familiar approaches for American colleagues will not always work with Russian, Vietnamese, or Indian employees. This is very important in the communication of an international team.

Karma is a simple, straightforward, and versatile way to give feedback or express gratitude to colleagues. And it reflects not only emotions but also provides an objective, measurable assessment of the employee's work according to predetermined parameters, which will be further taken into account by the management and can be used for a reward.

To make a detailed description mandatory when distributing Karma, check the "Mandatory karma description" option in Settings/Global

Mandatory karma description

Set "@Karma rules"

Karma bot is designed for you to recognize your peers any time they do an awesome job.

Things that do deserve some karma:

- ++ Say thanks to the team player who helped you with your tasks
- 2++ Shine a spotlight on a colleague who strives to improve the system
- 3++ Tell your LocQA Manager how awesome they are at building the team spirit

Moderators

- ++ Communicating timely
- 5++ Being detail-oriented

[EDIT](#) ing relevant questions

This is an internal set of rules: recommended karma values for various actions.

@user karma request

Coworker

Select coworker

Karma

+1

Company value (optional)

Specify the value for the karma request

Description

Let them know why and start with "Thanks for..."

Visibility

Public

Channel (optional)

Start typing #channel

Learn more about Karma

Cancel

Submit

2. Microkarma 😊 🙈 😎

Most likely, your remote team in the digital workplace (Slack, MS Teams) has free space for communication – channels in which the entire team is present. In addition to work issues, informal communication is conducted, information is exchanged about best practices in the industry; sometimes, external events are discussed. This helps the team to learn more about each other and builds a sense of community.

Often, regardless of nationality, employees are embarrassed to share such information due to their nature and temperament. You can stimulate team communication in this format with the help of Microkarma – which is automatically given for a fast reaction.

Check the "Microkarma for reactions" box and define its value in Settings/Global.

Microkarma for reactions
Tracks reactions to the posts.

Microkarma score weight

0.1	^
0.1	
0.01	
0.001	

3. Team Karma @designers++

Another motivating factor for communication within the team is a common goal - when the team is working on a common problem or project, it realizes its importance. If the goal is achieved, everyone receives satisfaction from the work and a reward in the form of Karma.

If your company organizes division into teams according to any characteristic (for example, @designers or @project team1), you can encourage their work equally in one action

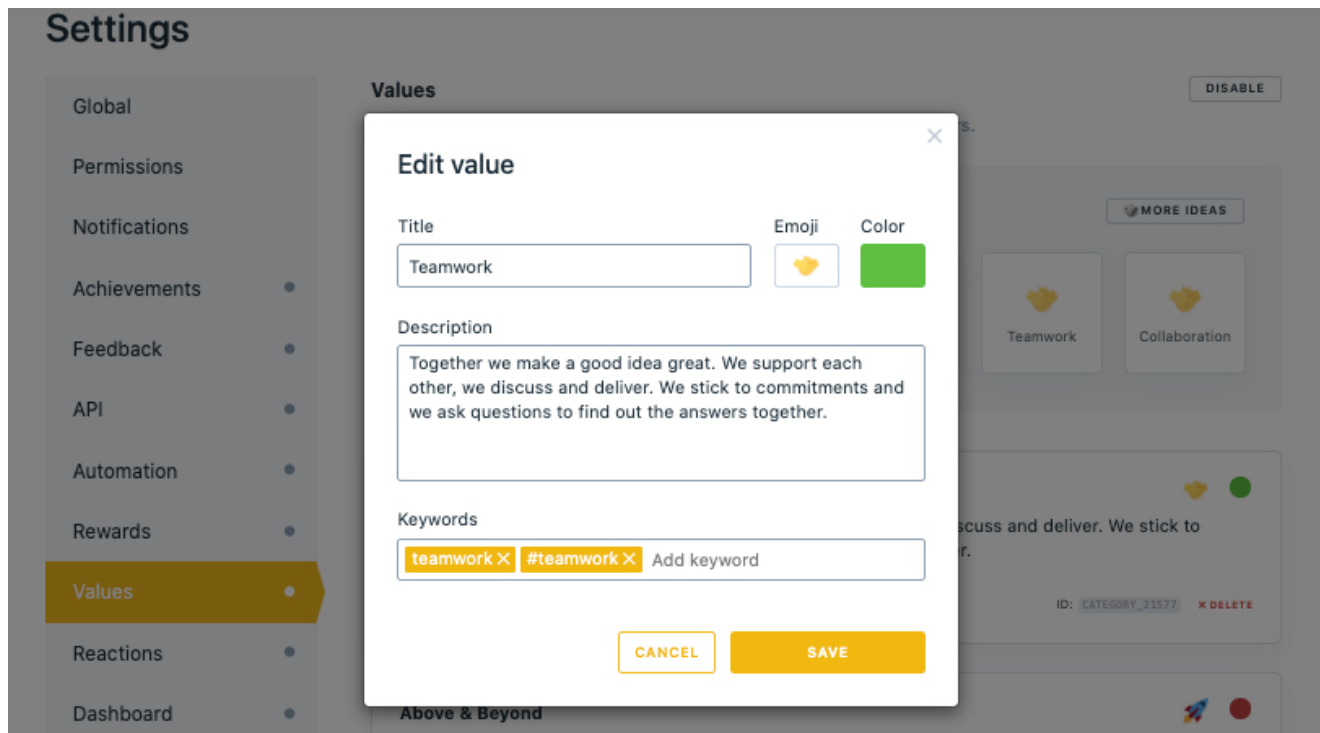
Values - set up the work principles

Why it is important to customize this block:

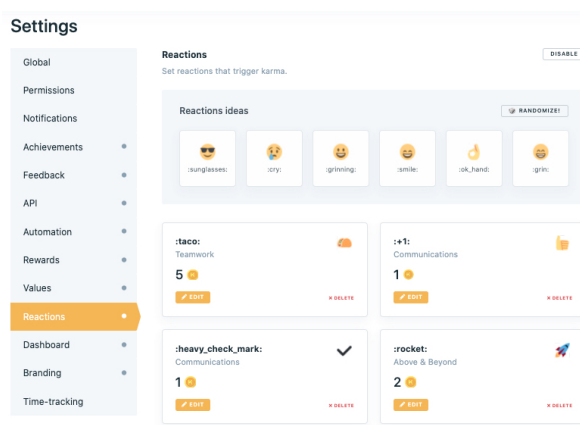
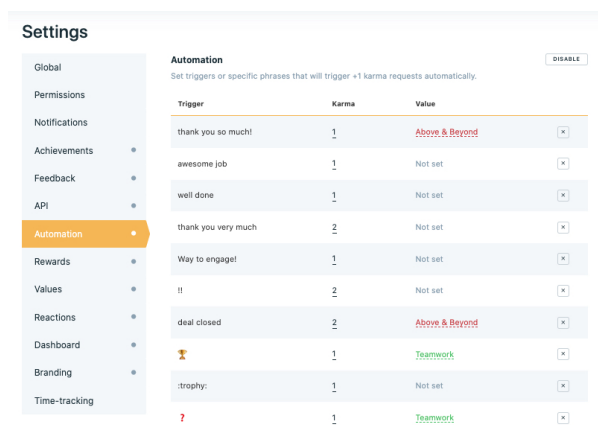
- One of the team manager's tasks is to synchronize contexts, a general understanding of expectations, requirements, and accepted standards in a distributed team. It may seem like little things, but the company's atmosphere is built from just such little things.
- The need for order and the presence of rules implies the need to comply with these rules, to follow the norms accepted in the team, both formal and informal.
- It is enough to provide a person with everything necessary for work, give him knowledge of priorities, provide freedom of action at his level, and in such conditions, he will feel rust, the ability to make his own decisions, be responsible for them, and will be able to reveal his potential.

If you have already built a clear system of values according to which you organize your workflow, you can easily transfer them to Karma using the built-in fields.

When setting up the Values block, we also recommend that you fill in the fields with keywords. When Karma meets them in the description, she will automatically assign them to the appropriate category.



The "Automation" and "Reactions" settings will also help you to standardize the process.

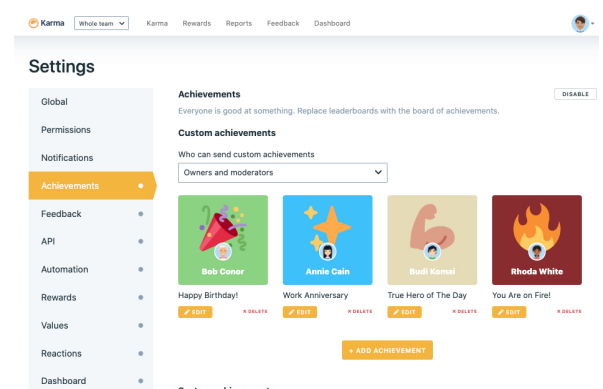
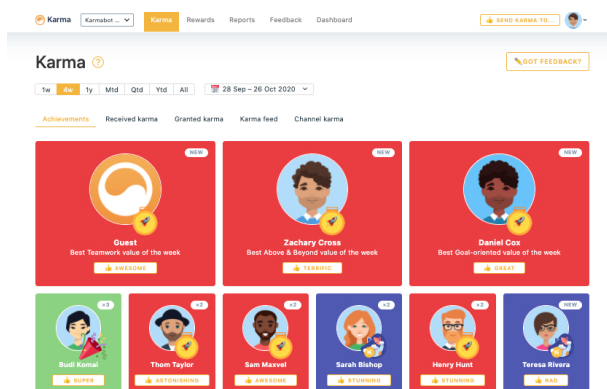


Achievements – the way to highlight every team member

Regardless of whether your company has a well-built KPI system or a system of job grade – the Achievements block can help you in daily motivation and small incentives for employees.

It often happens that approximately the same employees appear in the TOP 10 Karma score, which can demotivate the rest of the team. But you can find a large number of different reasons to highlight all team members, and in this Settings/Achievements block, there are ideas for such achievements:

- Achievements in the stable adherence to certain values, such as an employee completing work on time all month – this is worth noting!
- Someone solved an important task that no one else coped with – True Hero of The Day!
- Agreed the cost of work/work results with a difficult client – You are on Fire!

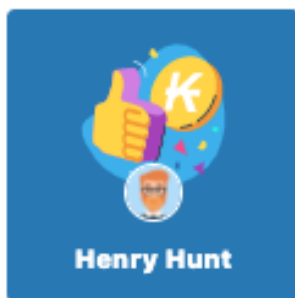


Also, with the help of Karma, the achievement system can be supplemented with marks that are not related to production indicators and stimulate team interaction:

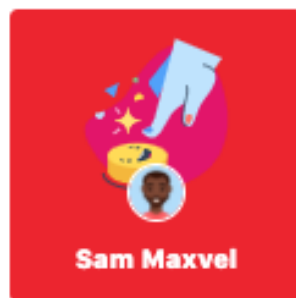
- Birthdays, anniversaries, significant events in the life of colleagues or anniversaries of work in the company;
- Activity in the distribution of karma/micro-karma;
- Receiving awards, etc.

You can choose from those suggested by Karma or create your unique achievements to celebrate team members' work.

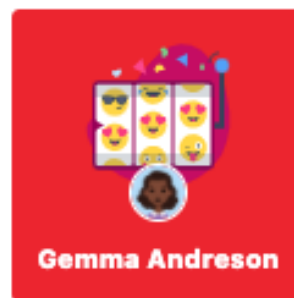
✓ Reactions



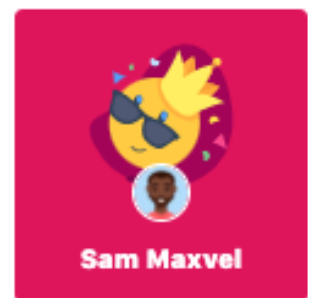
✓ First time got micro-karma from reaction



✓ Reactionist

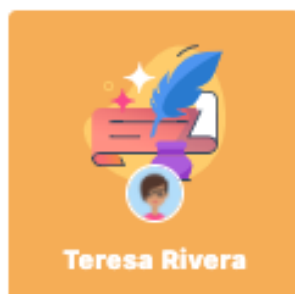


✓ Reaction master

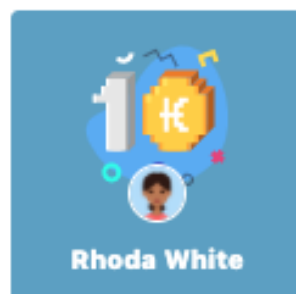


✓ Reaction king

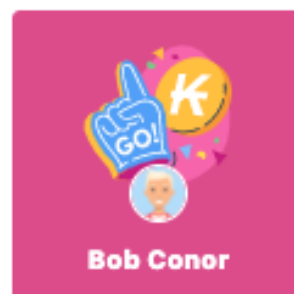
✓ Karma sharing



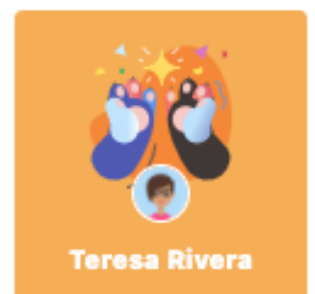
✓ Brevity is the soul of wit



✓ Club 10



✓ Combo Karma



✓ Got first karma

Rewards

IT specialists are very smart people and extremely logical by the nature of their activity. They build long and complex logical chains for 8-10 hours a day and see vulnerabilities in them on the fly. While doing something, they, like everyone else, want to understand why they are doing it, what will change for the better.

This motivation is similar to what players experience when completing computer games: they periodically receive medals, points, bonuses when completing each level.

In addition, everyone loves to play and receive prizes, regardless of age and type of activity, it is only important to choose the right motivating rewards!

The Rewards module can be configured individually for each team, based on company values as a whole and the personal characteristics of specific employees. You can (and you should) come up with an unlimited variety of possible rewards or use the built-in ideas of Karma.

Settings

- Global
- Permissions
- Notifications
- Achievements
- Feedback
- API
- Automation
- Rewards**
- Values
- Reactions
- Dashboard
- Branding
- Time-tracking

Rewards DISABLE

Create the redeemable rewards and set a team bonus that will be shared proportionally to karma earned.

Bonus period







Bonus is shared at the end of calendar period.



Send users fulfillment notifications via email (if available)

Manage rewards

1 karma = 1 karma coin. People can redeem coins to get non-monetary rewards.

Reward ideas RANDOMIZE!

 Dinner for two	 Apple \$20	 Mystery gift	 Steam gift card \$20	 Stay cool	 \$100
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<h4>Large pizza</h4> <p>Approved by TMNT committee</p> <p>10 </p> <p>EDIT X DELETE</p>	<h4>Book</h4> <p>Any book under \$40</p> <p>40 </p> <p>EDIT X DELETE</p>
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Here are a few directions and examples of awards that you can use successfully:

Goods and Experiences

Drinks, Groceries, Restaurants:

- You can offer employees free coffee from Starbucks, Naked coffee, or any other popular coffee franchise (one-time, weekly/monthly subscriptions are popular choices). You can offer tea, matcha, smoothies, or another drink for those who do not drink coffee.
- Sweets in all forms (donuts, cakes, chocolate, ice cream, macaroon, etc.) are also a very popular promotion that helps to cheer up and can be offered personally or for the whole team.
- Lunch, dinner, or breakfast at your favorite restaurant at the expense of the company.
- Or maybe a bottle of good wine or whiskey.

Sport, Health & Beauty – proper rest is the key to productive work! You can offer employees the opportunity to go in for sports (swimming, golf, cycling), visit a spa, massage, or beauty salon.

Cultural education – tickets to the cinema, concert or theater.

Courses & Conferences – development is beneficial for both the employee and the company – allow employees to take a training course or attend a conference on promising topics. Or buy a book: an e-book would do too.

Gadgets – game consoles, new wireless headphones, speakers, the latest iPhone or laptop – treasured gadget could be a very motivating award for IT teams!

Apparel & Accessories – there is also a wide field for imagination – from an office tie to cozy pajama pants for remote work.

Travel – sometimes we can do the impossible in the hope of an upcoming vacation on the seashore, in the mountains or a bustling city with museums and other attractions – the main thing is to change the scenery

Activities – various master classes, excursions, or games will help diversify the daily routine.

Mystery – Let the gift be a surprise!

Goods and Experiences

]] I love my team

is a very popular reward in Karma and can include various customized products from the company: stickers, T-shirts, mugs, pens, laptops – all together or separately

Work Perks

There is always something to do in your free time, so an extra day off can be used as a reward to boost employee productivity. Other variations in this category: An employee can be free on Friday at noon then get an extra week for vacation.

Group Activities

Employees can chip in and fix a little team-building activity to redeem "Pizza Party" or "Beer Party". "Karaoke Evening," "Bowling Competition," or maybe "Escape Room" experience.

Charity

An excellent option to spend the earned Karma on charity and possibly change your own destiny.

Goods and Experiences

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Money and Gift Cards

Gift certificates – invite your employees to choose a gift for themselves using a certificate with a fixed value on various marketplaces! It is relatively easy to organize such a gift.

Sometimes money is the simplest and best gift. It is only necessary to determine the exchange rate of Karma

Creative & Fun

Some companies create original rewards. These are just a few:

- "Director's gift" – the Head chooses something at his pleasure and presents it to the employee;
- "Honor Breakfast/Dinner" – an employee can choose a restaurant from where they will bring food for breakfast/lunch in his honor for the whole company;
- "Pie Your Manager" – the manager gets a pie slapped into his face in front of everyone;
- "Yes Day" – the manager will say "that's a great idea" to every idea pitched to her for one day;
- "Personal meme" – the designer will make a custom meme that you concept in his own time;
- "Raffle" – it is the cheapest reward, which costs one coin. Every employee can join the raffle, redeem the reward, and get a chance to win \$150 (Amazon Web Services) credit.

No matter what rewards you have invented and offered to your team, it is very important to correctly set the prize's value, adjust the limits of the distributed Karma according to budgets, and organize the process of converting Karma coins into material goods.

Three (!) bonus systems available

As a rule, a software product development project is clearly planned and divided into small stages, the implementation of which brings the team closer to the completion of the entire, often large, project!

You can choose to set a team bonus that will be shared equally or proportionally to the karma earned by the end of selected calendar period (day, week, month, quarter, etc).

Bonus period
Weekly

Bonus is shared at the end of calendar period.

Choose bonus type
Personal bonus per person

At the end of the period, each team member gets an equal, predefined amount of coins.

Current bonus
400

Note: Your bonus for previous period was set to 400.

Personal bonus per person

Personal bonus per person

At the end of the period, each team member gets an equal, predefined amount of coins.



Team bonus, even split

Each team member gets an even share of the bonus at the end of the period.



Team bonus based on karma share

Bonus is shared at the end of the period and it's based on team members' share of total karma earned during that period.

Let's say, we have a team of three people. At the end of the week, 2 of them earned 1 karma points each, and the third person got 2. The admin has set weekly bonus to 8 points.

Total karma pool: 4 points

😎 got 1 karma = $1/4 = 25\%$ karma share = $8 \times 0.25 = 2$ bonus points

🐱 got 1 karma = $1/4 = 25\%$ karma share = $8 \times 0.25 = 2$ bonus points

👤 got 2 karma = $2/4 = 50\%$ karma share = $8 \times 0.5 = 4$ bonus points