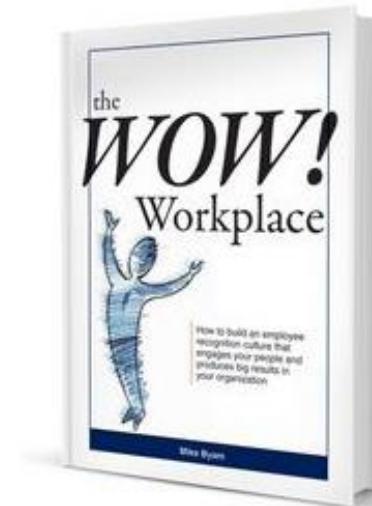


5 Things to Know About Employee Recognition in 2019



Mike Byam
Author of *The WOW! Workplace*
Managing Partner, Terryberry



CHAT IN

Have a question?

Chat in and receive feedback immediately



Michelle Nedved

*Recognition Superhero &
Ice Cream Connoisseur*
Grand Rapids, Michigan



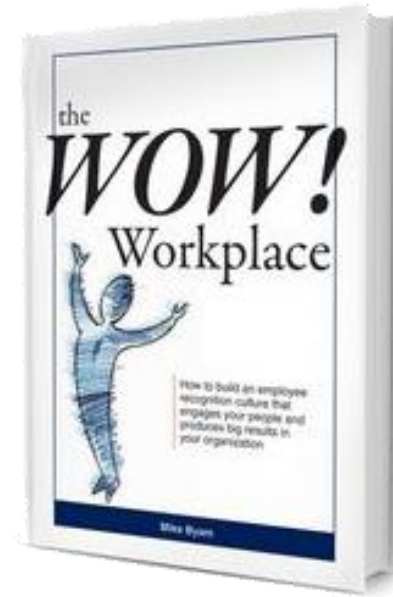
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Agenda

1. How does **smartphone technology** impact your employee recognition program?
2. The employee recognition **metrics** you should be watching
3. **Sharing recognition moments** internally and externally
4. How **staff empowerment** impacts your recognition culture
5. How and why to use a **central hub** for recognition organization-wide



WOW! US AND WIN!



If we address your question during today's live broadcast, you'll receive a complimentary copy of "*The WOW! Workplace*" by Mike Byam.

*Get involved and **be recognized!***

Q & A will take place at the end of the webcast, but you can submit questions any time using your tool tray on the right side of your screen.

1

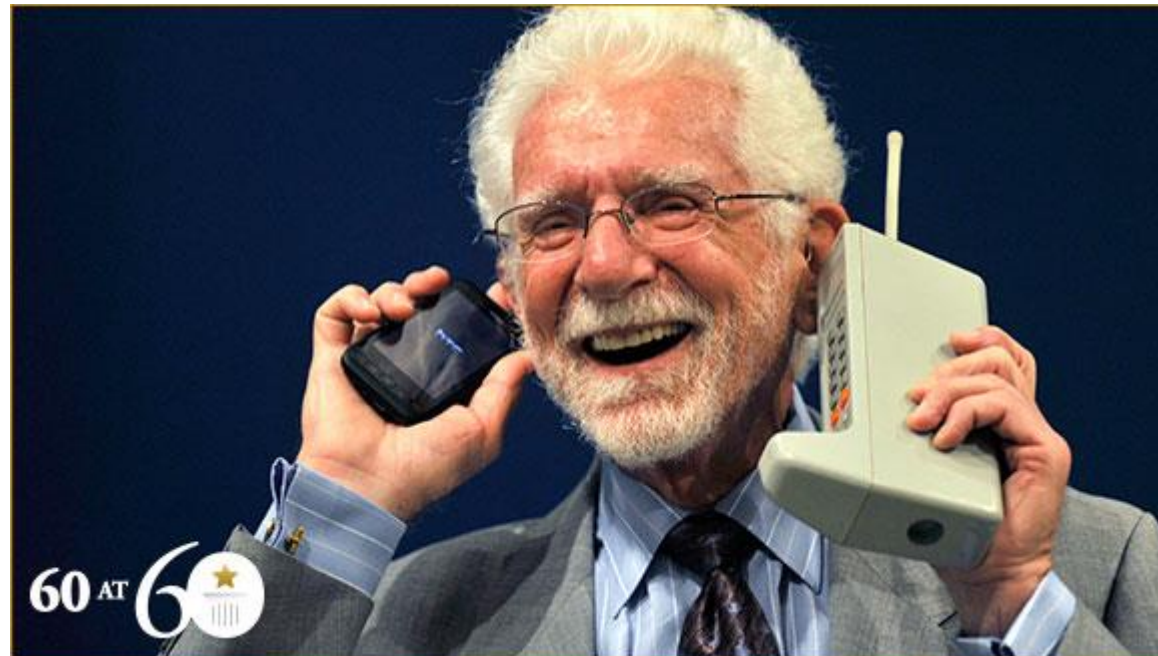
Mobile communication will be the norm



What is your mobile recognition strategy?

1973

The mobile phone was invented



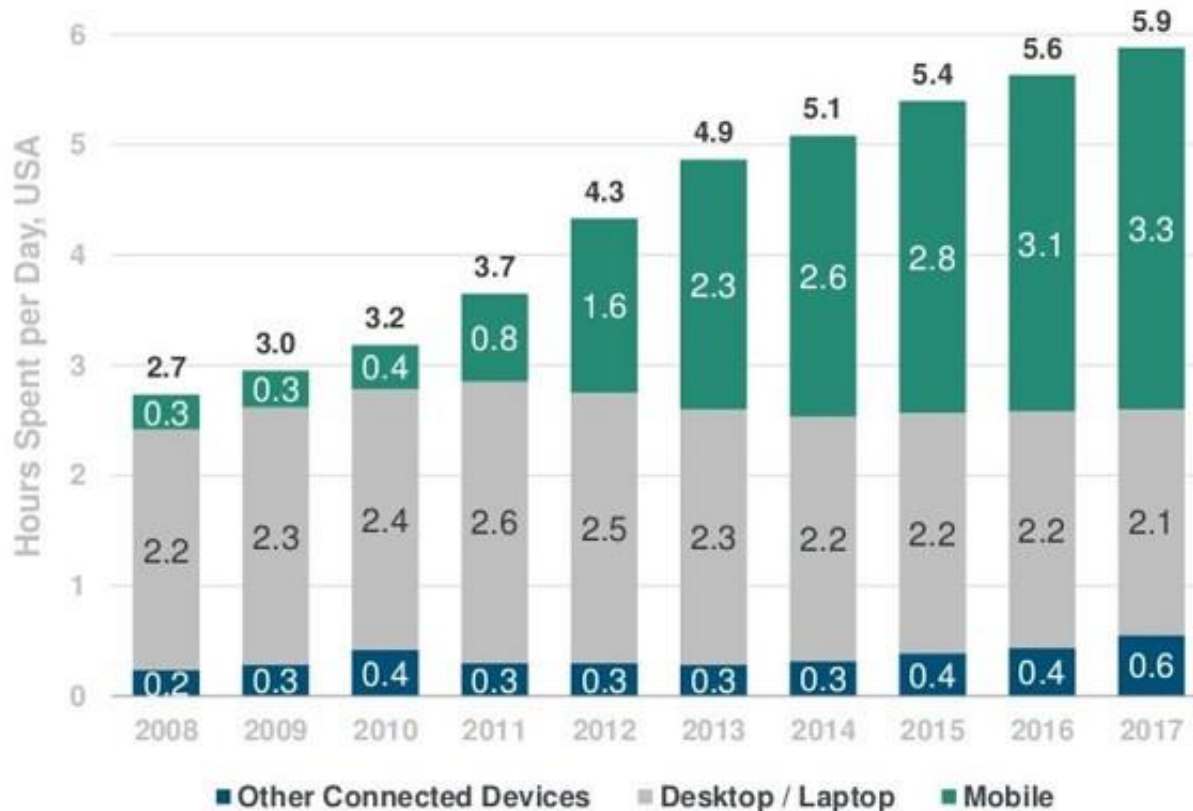
Is your recognition program accessible by smartphone? (select all that apply)

- Yes, fully accessible by smartphone
- Some elements are smartphone accessible
- No smartphone accessibility



Trending Mobile Usage

Daily Hours Spent with Digital Media per Adult User



Users spend on average **3.3 hours per day** on a smartphone

**53% of Millennials
would rather give up
their sense of smell
than lose access to
their smartphone**

<https://www.scribd.com/doc/56263899/McCann-Worldgroup-Truth-About-Youth>





70% of employees use their smartphones at work

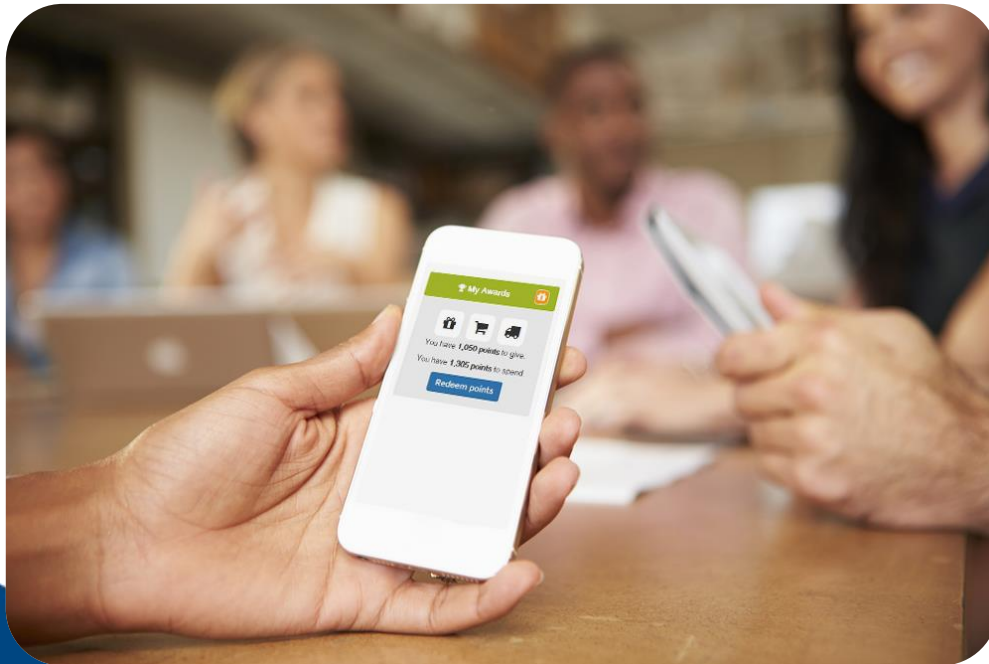
60% of employees use apps for work-related activity

71% spend over two hours a week accessing company information on mobile

Smartphone Technology and Employee Recognition

Is your mechanism for giving recognition mobile accessible?

Can employees receive recognition notifications and redeem awards via their device?



Mobile connectivity improves the recognition experience and makes your recognition program more accessible



TLE Systems Dashboard

Filters

All

Engagement Statistics - 4 Weeks Ago



2

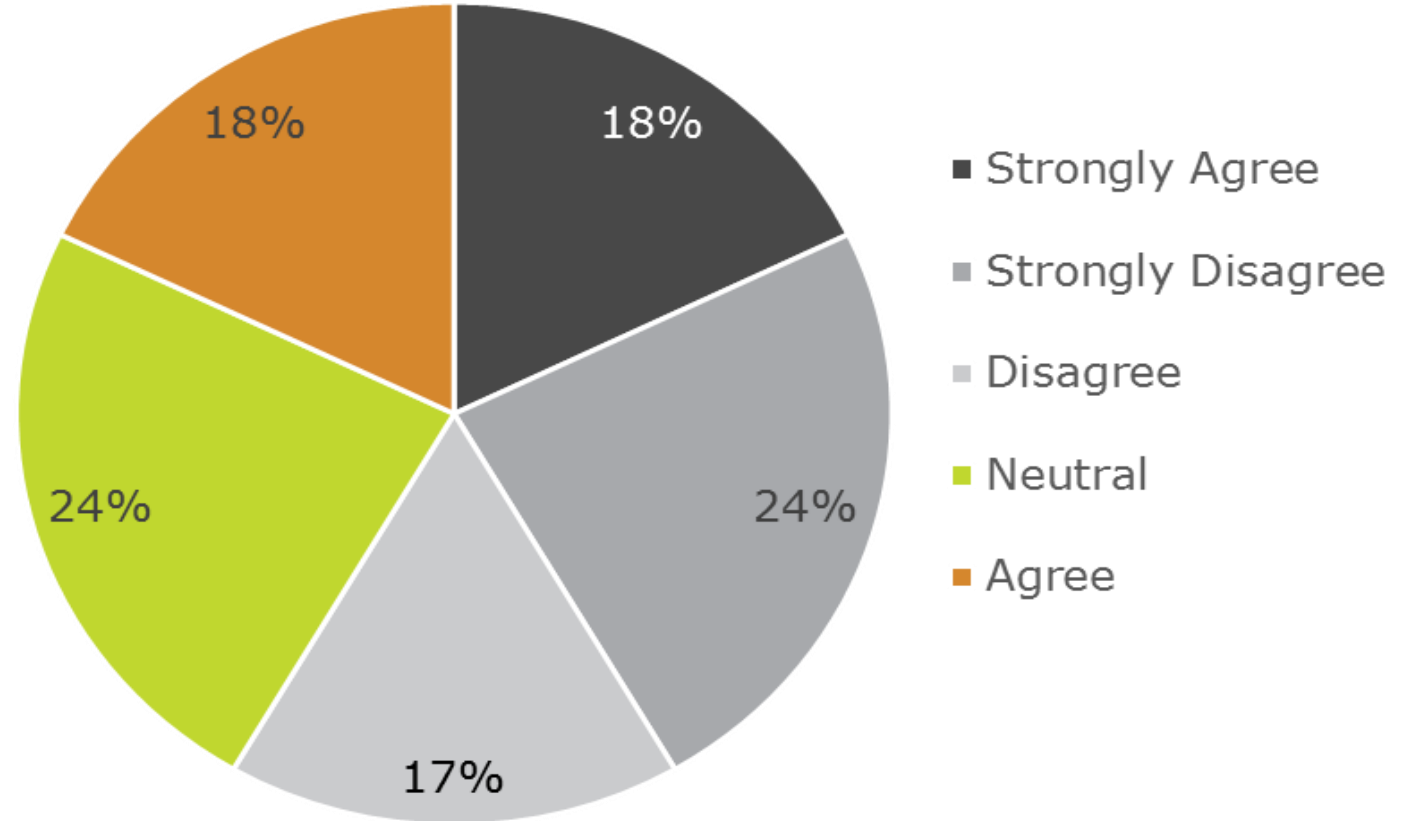
Metrics-Based Recognition will Increase

Does your organization use objective analytics in your employee recognition program?

- Yes, we utilize analytics software technology in our recognition program
- Yes, we measure recognition data manually
- No, we don't use recognition analytics



Only **36%** of HR pros feel they have useful measures of the impact of their employee recognition program



<https://www.terryberry.com/wp-content/uploads/2016/08/Terryberry-EmployeeEngagement-Whitepaper.pdf>

Less than 15% of organizations use analytics technology in their recognition program

<https://www.terryberry.com/wp-content/uploads/2016/08/Terryberry-EmployeeEngagement-Whitepaper.pdf>

43% of Best-in-Class organizations have access to metrics on recognition efforts

<http://go.globoforce.com/rs/globoforce/images/AberdeenReportNovember2013.pdf>



What Should You Measure?

ENGAGEMENT

- Participation rate & trends

EMPLOYEE PERFORMANCE

- Recognition given/received

AWARD CATEGORIES

- Recognition by criteria

Reports

- Engagement Statistics
- Red Flag Users
- Recognition Champions
- Top Performers**
- Employee Activity



What should you do with your data?

ENGAGEMENT

- Increase awareness if participation rates fall
- Identify recognition champions, consider mentor roles
- Coach red flag users

PERFORMANCE

- Identify top performers
- Use content in performance reviews and formal recognition presentations.
- Reinforce what employees are doing right!

AWARD CATEGORIES

- Gain insight on how staff interprets core values



Metrics-Based Performance Recognition Opportunities

Sales
Safety
Bright Ideas
Wellness





3


Sharing Recognition Moments Internally and Externally

When recognition goes viral, people go farther.

Share X

Aavid Rain received a WOW! Award from Brad Sytsma for Above & Beyond!

Thanks for all of your hard work this week. I couldn't have completed these projects without you!



LETLE
SYSTEMS, INC.

powered by Terryberry's 360 Recognition Platform.

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Social Employee Recognition Systems Will Grow Exponentially



*How can employees be empowered
in your recognition program?*



4

**Workplaces will Shift Toward
Greater Staff Empowerment**

Organization-wide Visibility

who's being recognized and why

Individual Recognition Profile

access to personal awards history

A Voice in the Organization

employees can recognize coworkers who demonstrate company values

A Voice of the Customer

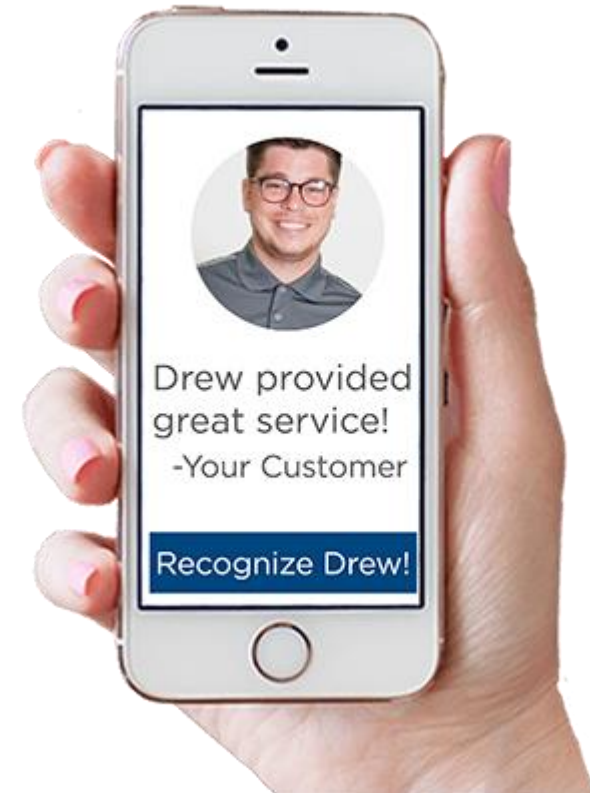
customers can recognize an employee who made a difference



Share Customer Feedback

Build employee engagement by sharing customer praise with employees

- Encourage more positive customer feedback by making it **easy**
- **Gain visibility** for what's important to your customers
- Easily **spot your top talent**
- Collect and share **Customer Testimonials** in one place



5

Lean Strategies will Move Businesses Toward Centralized Systems



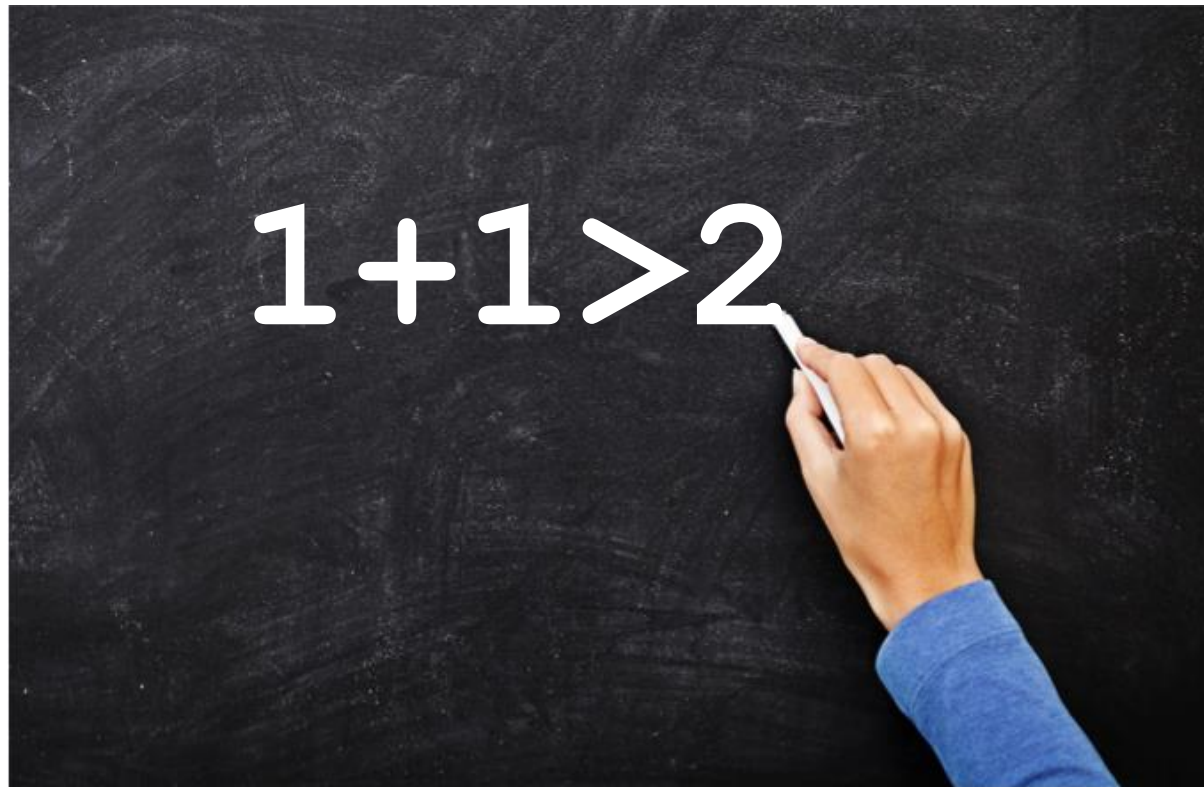
Which best describes the framework of your recognition program?

- One centrally managed, organization-wide platform
- Multiple programs, centrally managed
- Varies by department or location
- We don't have a recognition program
- Other

“

The whole is greater than the sum of its parts.

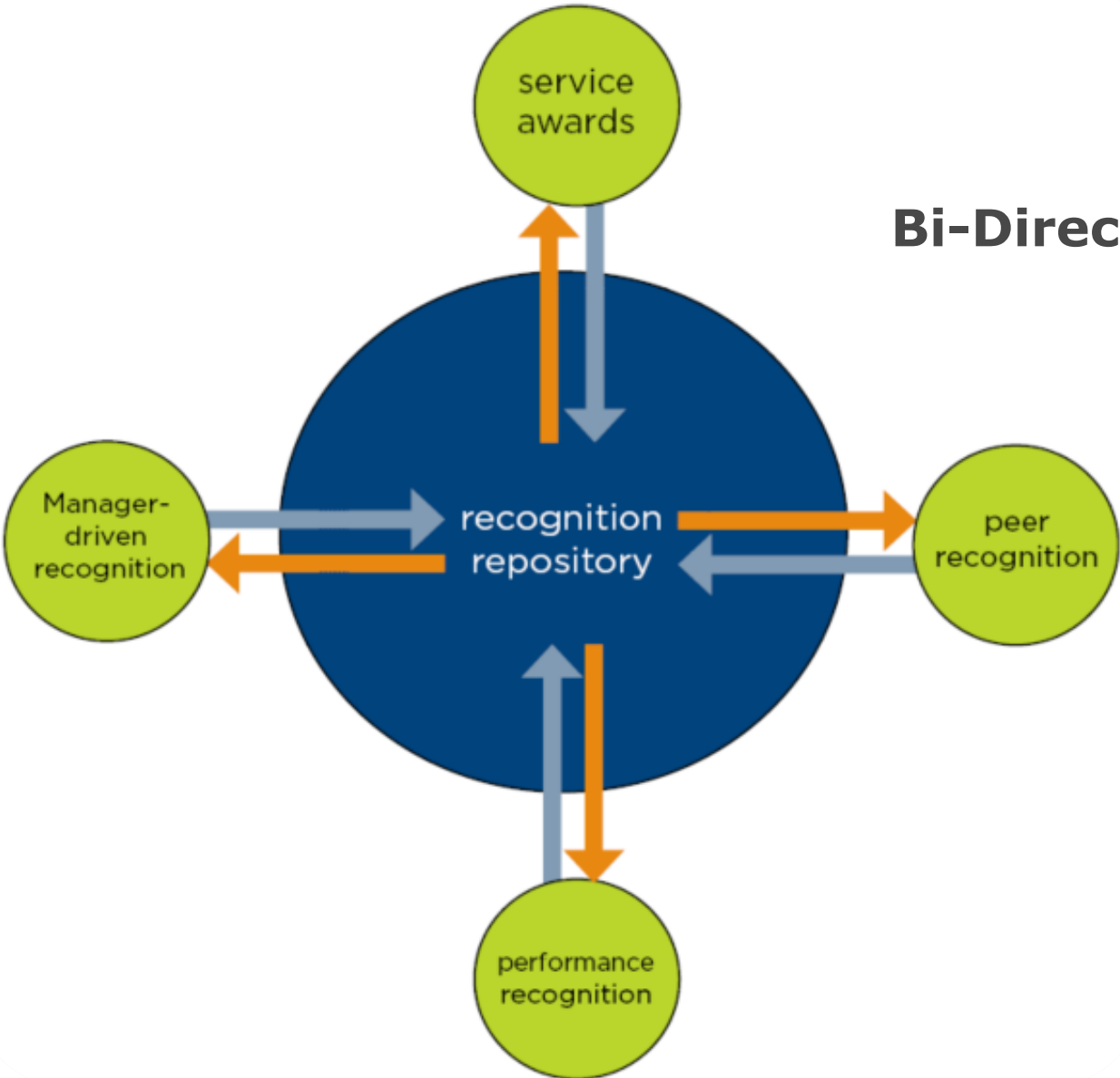
-Aristotle



Why Centralize?

- Consistent company messaging
- Level employee experience
- Better metrics
- Efficient management
- Greater Impact

Bi-Directional Influence



recognition
performance

2019 Preparedness Checklist

1. Mobilize
2. Measure
3. More Recognition Moments
4. M-power staff
5. Move toward centralization



Q&A

with

Mike Byam

Author of *The WOW! Workplace*
Managing Partner, Terryberry



To learn about Terryberry's recognition programs & services, visit www.terryberry.com



For specific questions, contact Mike Byam m.byam@terryberry.com



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This program is pre-approved for ONE General HRCI Credit, ONE SHRM PDC, ONE CPHR Credit and ONE WorldatWork Credit.

CPHR



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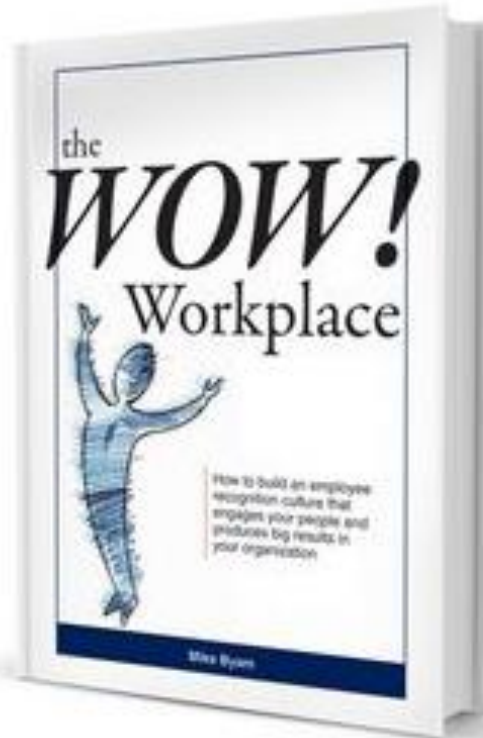


HRCI ORG-PROGRAM:
371228

SHRM Activity ID:
18-3EUYH

The WOW! Workplace

by Mike Byam



In *the WOW! Workplace*, you'll find page after page of real-world recognition ideas from top businesses like Stanley Tools, Google, Wegmans, and more. A practical guide and a great training tool for management teams.

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