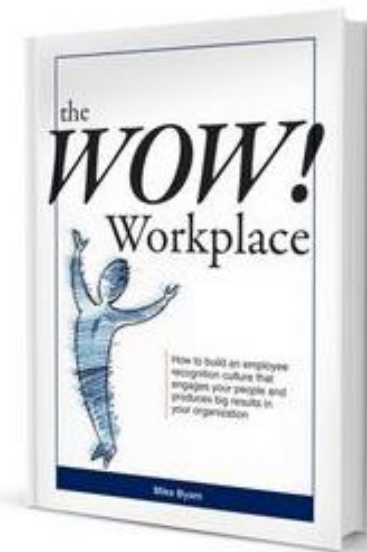


5 Things to Know About Employee Recognition in 2020



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



CHAT IN

Have a question?

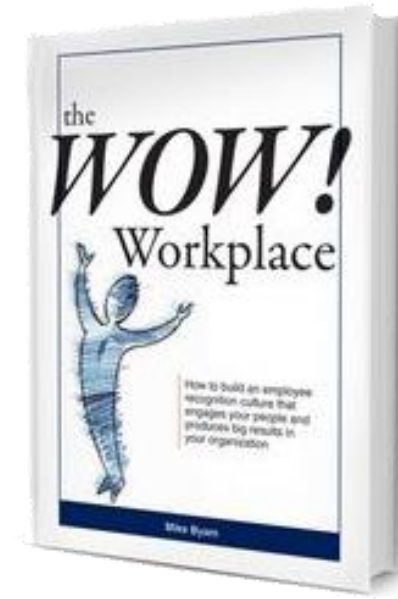
Chat in and receive feedback immediately

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.



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1

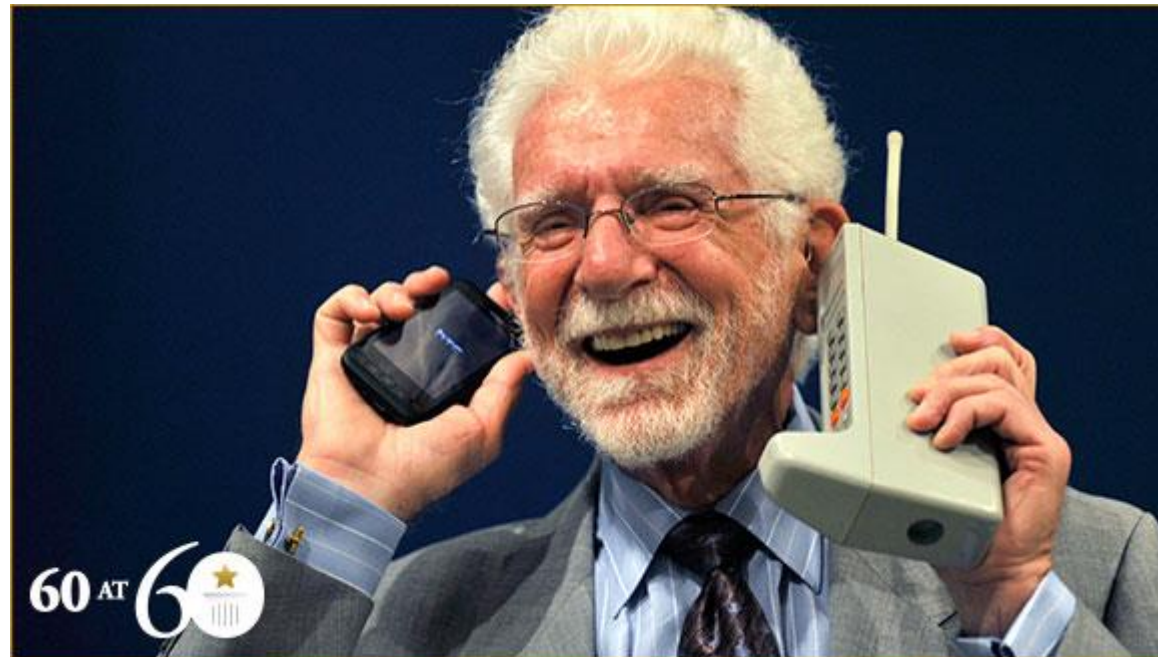
Mobile communication will be the norm



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

On average, we spend **3 hours and 15 minutes a day** on our phones.

Most people **check their phones 58 times a day** (*with 30 of those during working hours*).

Trending Mobile Usage

70% of employees use their smartphones at work

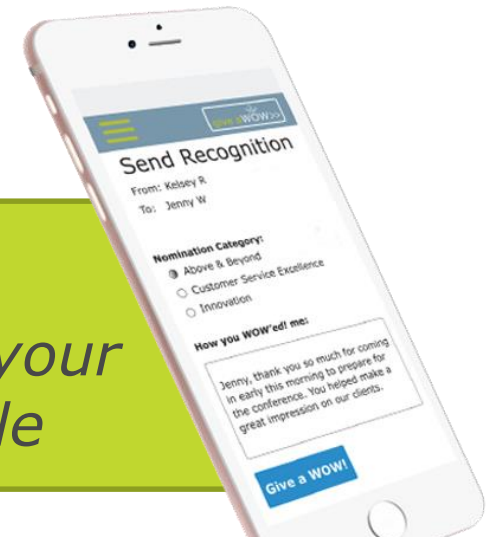
60% of employees use apps for work-related activity

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

Smartphone Technology and Employee Recognition

1. Is your mechanism for giving recognition mobile accessible?
2. Can employees receive recognition notifications and redeem awards via their device?

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

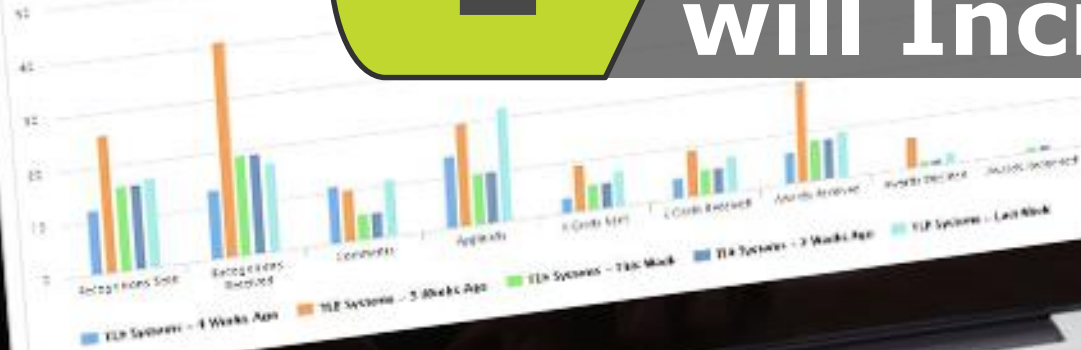


TLE Systems Dashboard

Filters

All

Engagement Statistics - 4 Weeks Ago



2

**Metrics-Based Recognition
will Increase**

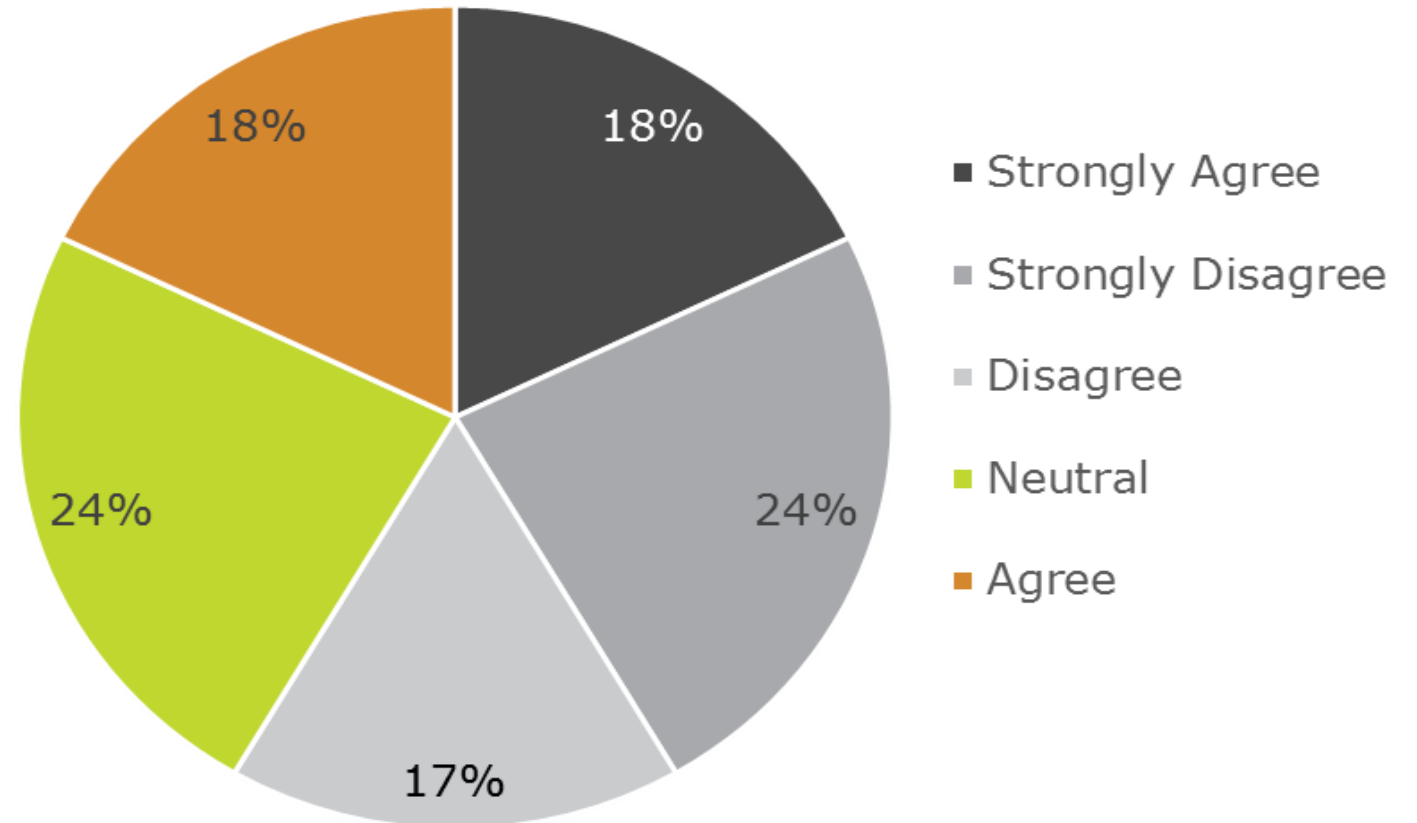
Does your organization use objective analytics in your employee recognition program?

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



Metrics-Based Recognition Trends

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



Metrics-Based Recognition Trends

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*



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*





3

**Sharing Recognition Moments
Internally and Externally**

When recognition goes viral, people go farther.

Share

X

f

Twitter

in

G+

y


o

SMS


Arvid 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!


"YOU CAN BE MY
WINGMAN
ANY TIME"



"WAVERICK"



powered by Terryberry's 360 Recognition Platform.



Symbolic Recognition

Reinforce your organization's values with distinctive recognition awards



Branded award presentation kits, custom recognition jewelry, and more

Social Employee Recognition Systems Are Growing Exponentially



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



4

**Workplaces will Shift Toward
Greater Staff Empowerment**

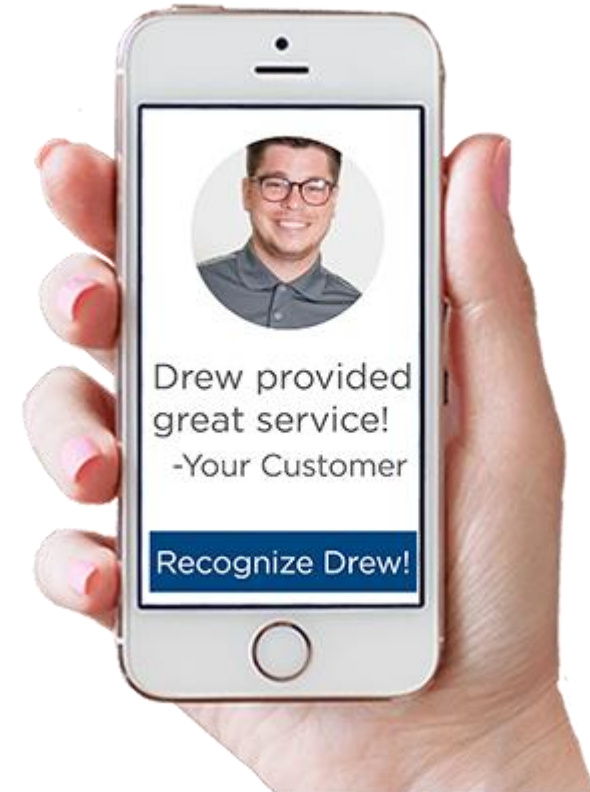


Recognition and Employee Empowerment

- 1. Organization-wide Visibility**
who's being recognized and why
- 2. Individual Recognition Profile**
access to personal awards history
- 3. A Voice in the Organization**
employees can recognize coworkers who demonstrate company values
- 4. A Voice of the Customer**
customers can recognize an employee who made a difference

*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?

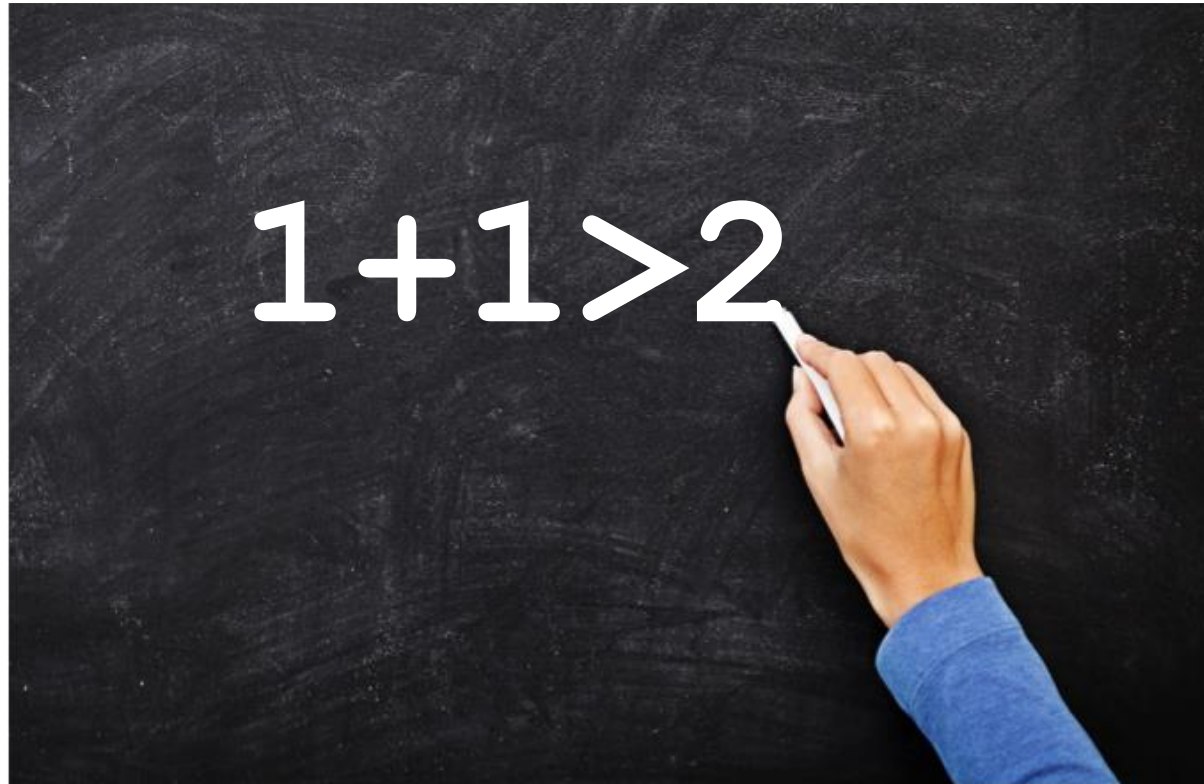
- ☐ One centrally managed, organization-wide platform
- ☐ Multiple programs, centrally managed
- ☐ Varies by department or location
- ☐ We don't have a recognition program
- ☐ Other



“

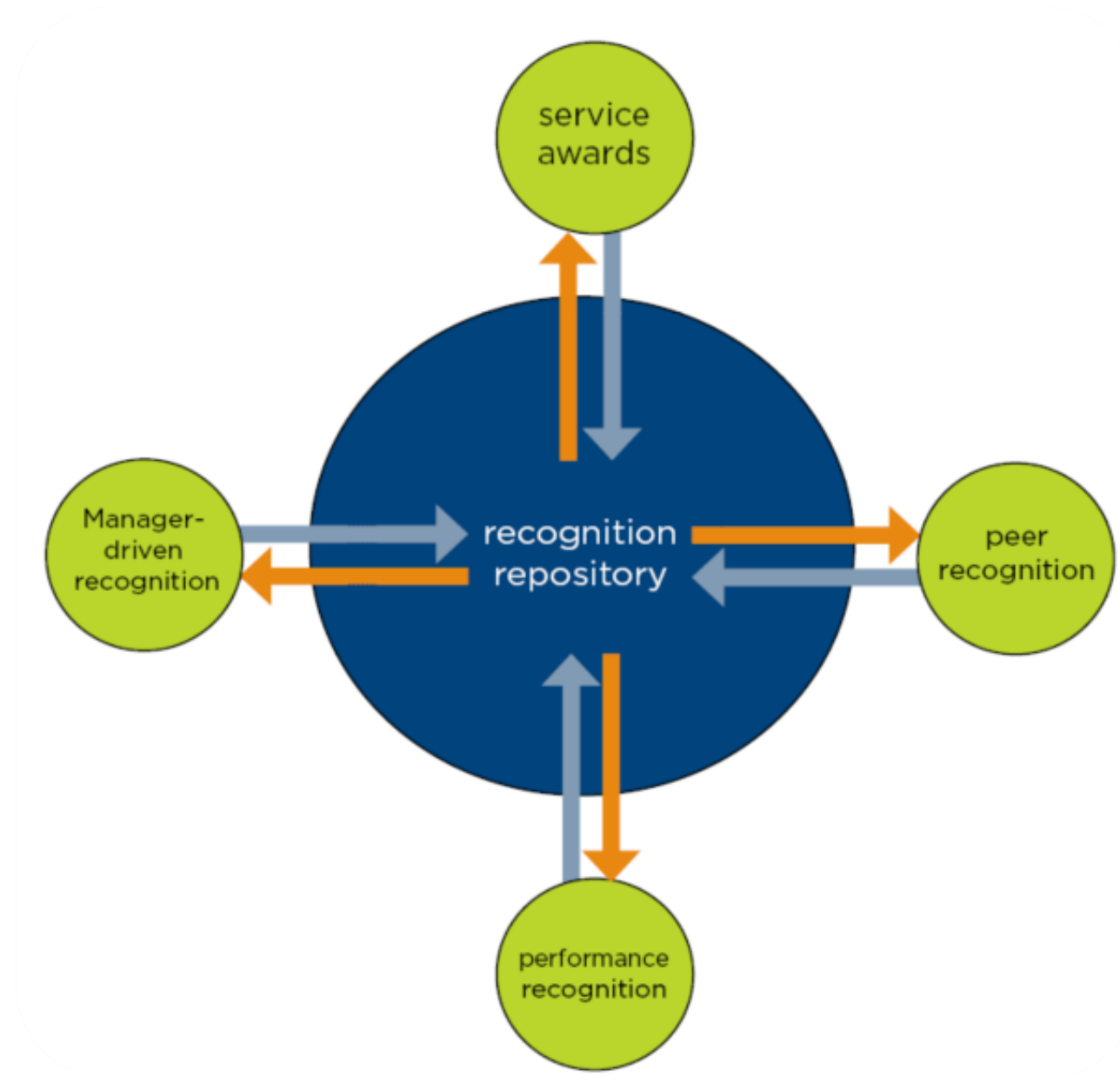
The whole is greater than the sum of its parts.

-Aristotle



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

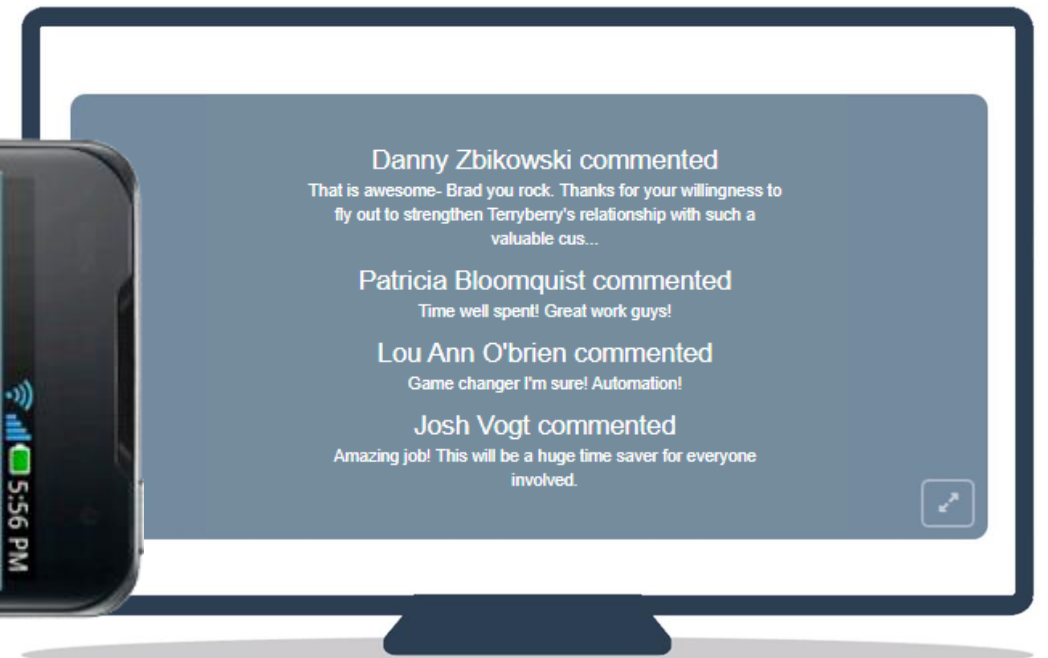
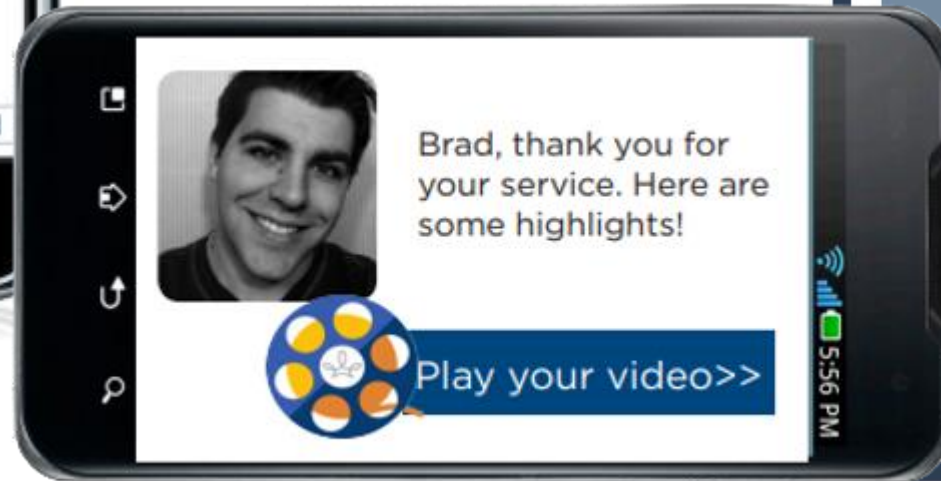
Bi-Directional Influence



Integrated Recognition Programs - Service Awards

The Future of Service Awards

Make career milestones and big achievements **meaningful, memorable, easy, and lasting.**

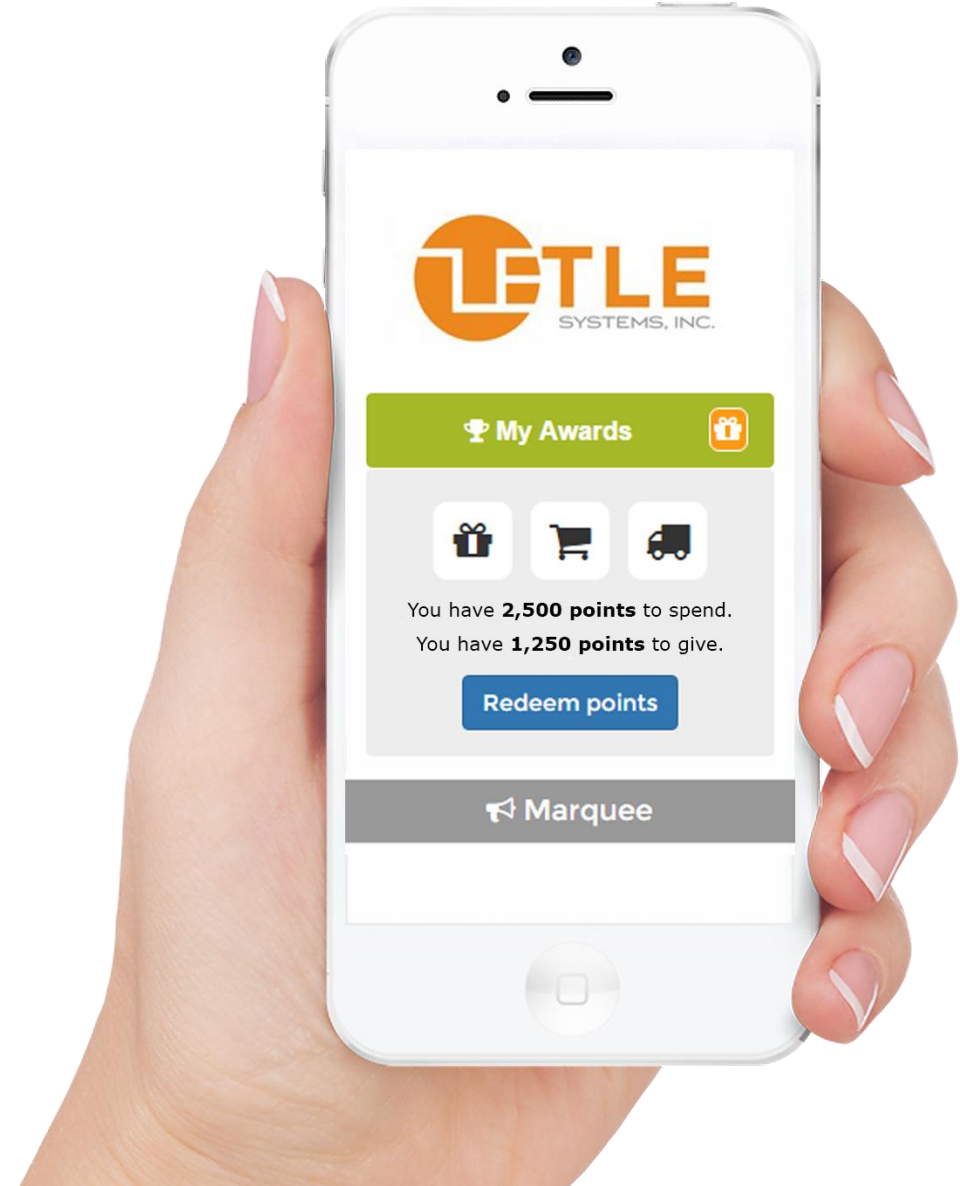
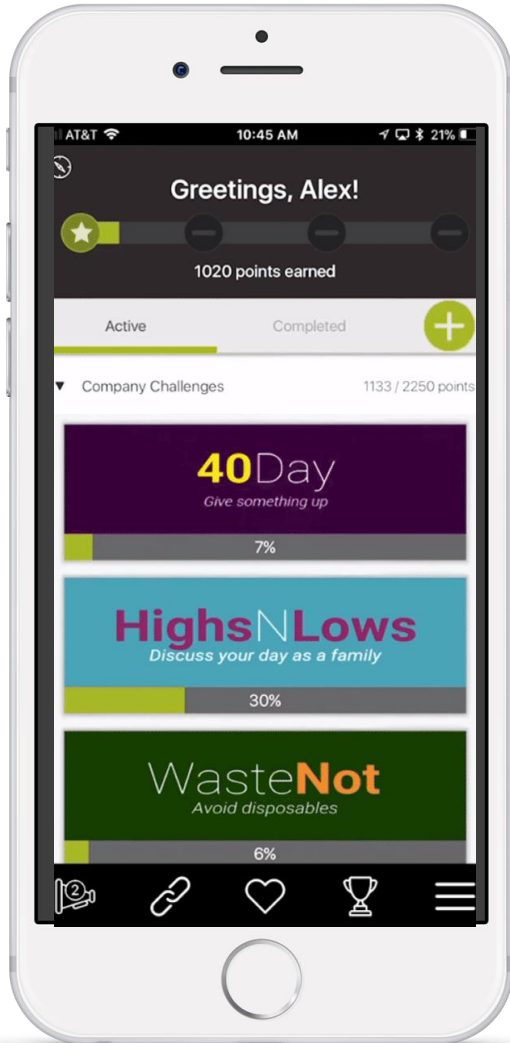


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Integrated Recognition Programs - Wellness



Integrated Recognition Programs - Wellness



2020 Preparedness Checklist

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

Introduce your new hires to your recognition culture on day one



WELCOME

Tell us about you

to the team!

This is not a test. There are no wrong answers.
We just want to get to know you better.

Your name _____ Nickname? _____

How do you enjoy spending a day off? _____

Favorite snack food? _____ Favorite restaurant? _____

Hobbies? _____

Some associates like to keep in touch via social media sites. Would you like info about our groups on: ☐ Facebook? ☐ Twitter? ☐ LinkedIn?

If you received an award at work, who would you want to know about your accomplishment? (significant other, parents, children, etc)

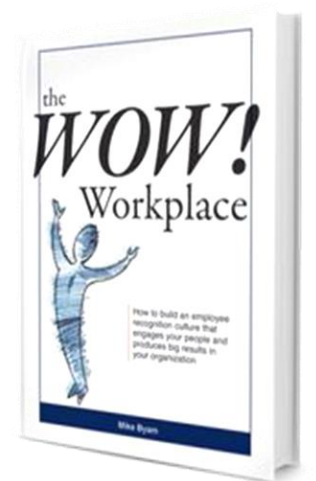
Ecards & Questionnaires

Questions



Mike Byam,
Terryberry
Managing Partner
m.byam@terryberry.com

Author of *The WOW! Workplace*
www.terryberry.com/books





Recognition University

Employee Recognition Training for managers, leaders, and etc.

- Onsite Classes
- Speaking Engagements
- Webinars

terryberry.com/recognition-university

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



HRCI ORG-PROGRAM:
500680

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Best Practices in Employee Recognition

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CPHR



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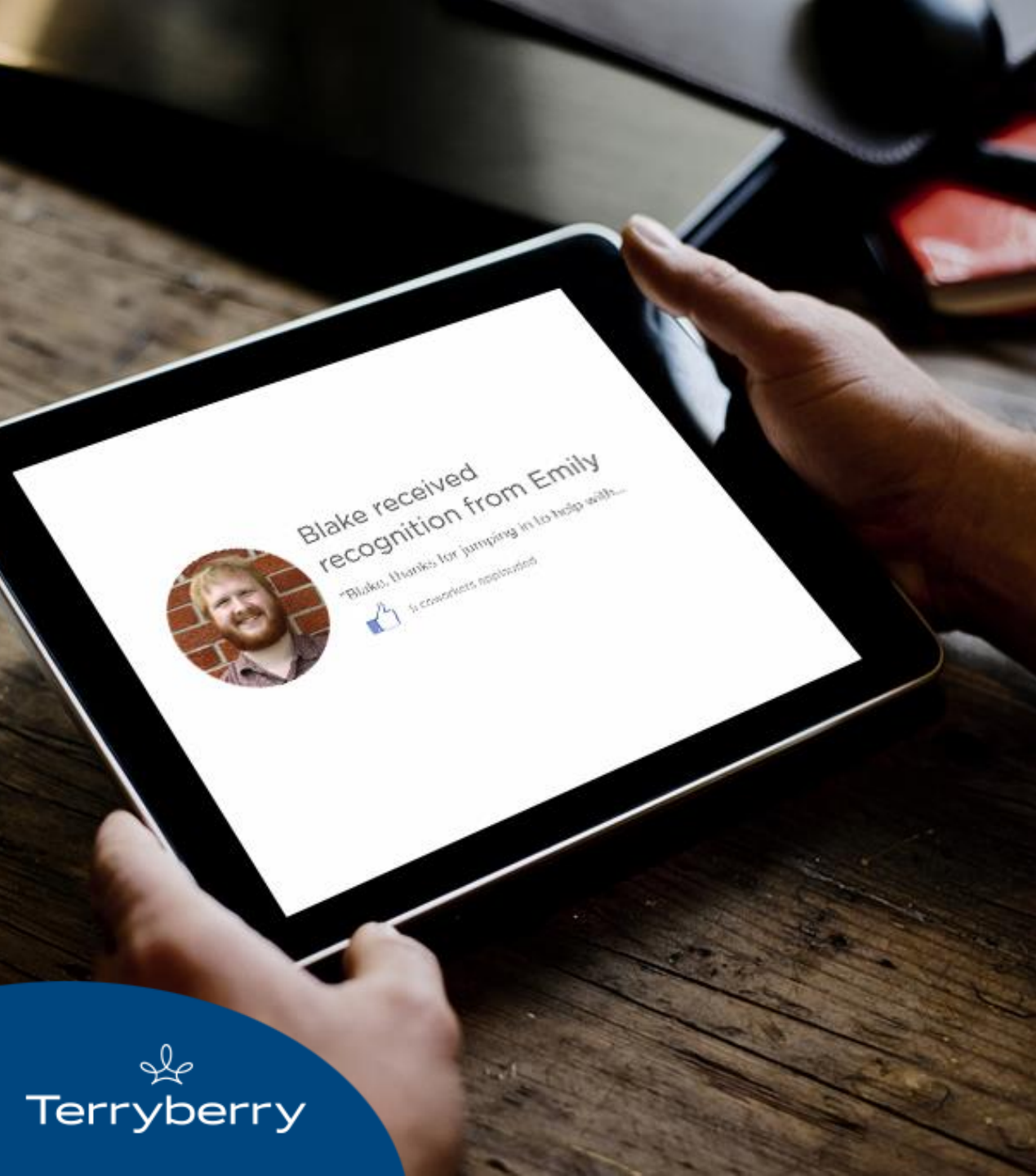



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Request a Demo

Terryberry's 360 Recognition Platform for all things recognition.



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



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