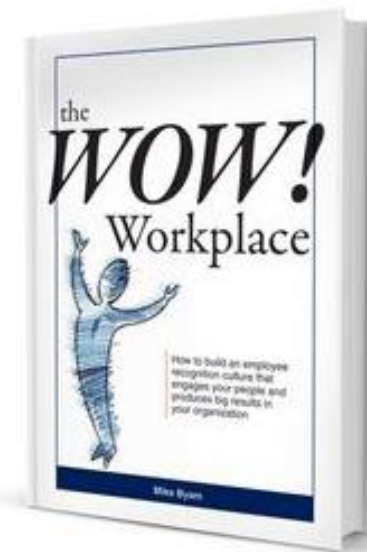


# 5 Things to Know About Employee Recognition in 2021



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



**CHAT IN**

**Have a question?**

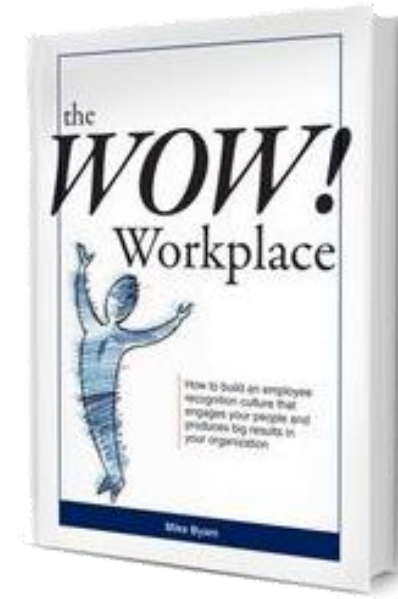
Chat in and receive feedback immediately

# Agenda

1. The effects COVID-19 has had on employee recognition
2. Finding new ways for recognition to take place
3. Accessible infrastructure for recognition organization-wide
4. How staff empowerment impacts your recognition culture
5. Virtual recognition events - The show must go on!



# 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**

# The effects COVID-19 has had on employee recognition

# How is employee recognition impacted by the pandemic?

During these unprecedented times, do you feel that employee recognition has...

*Multiple choice with single answer*

90.28 %

More Impact

9.72 %

Same Impact

# How is employee recognition impacted by the pandemic?

During these unprecedented times, do you feel that recognizing your employees has been...

*Multiple choice with single answer*



# Terryberry asked: What's been challenging during these uncertain times?

"Working at home challenges..."

"Understanding what our employees are experiencing while working at home. The balance!"

"Our team is all remote now, and it's hard to "connect" with each other personally"

"Technology has been a new challenge and getting used to virtual meetings."

"HR from afar. Being there for employees while I'm not actually there"

"The most challenging thing has been to engage with our team due to remote working."

"Feeling isolated even though technology keeps us connected"

"Finding way to reward employees in a new way."



# POLL

What is your biggest challenge with recognizing remote workers?

- ☐ Lack of Visibility for Contributions
- ☐ Administrative Logistics/Program Limitations
- ☐ Communication Challenges
- ☐ Maintaining Consistency
- ☐ No Face to Face Interaction

Effectively engaging remote workers will be critical for business success.

Is your recognition program prepared for this growing segment of the workforce?



**“ Encouraged people achieve the best; Dominated people achieve second best; Neglected people achieve the least. ”**

- Anonymous

2

## Finding new ways for recognition to take place



# Find New Ways for Recognition to Take Place

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For many organizations, these have diminished...

- Impromptu face-to-face interactions
- Team gatherings
- In-person recognition moments



How can we respond in order to maintain connection and encouragement for employees?



# Find New Ways for Recognition to Take Place

---

## **Commit** to Connection and Encouragement

1. It starts at the top with company leadership that cares
2. Get serious about your team's wellbeing
3. Create space in schedules for connecting
4. Give your staff resources and techniques
  - Provide a recognition platform/infrastructure and training on how to use it
  - Take time in meetings for appreciation
  - Practice listening with compassion and kindness. Remember many are struggling.



# Find New Ways for Recognition to Take Place

**Feed** your recognition platform with variety

- Milestones & major accomplishments
- Wellness
- Learning
- Customer feedback
- Bright ideas
- Personal events (birthdays, wedding, baby, etc.)



Adam Porter received Points for Safety Training Completion



Category	Points
Safety Training Completion:	250
Blood Drive:	50



Roni Holtzclaw received 25 Points for Wellness



Applaud (5) Certificate Share

Larissa Royall and 4 other users applauded

Comment..



Terryberry

# 532% More Recognition Moments



Any single recognition moment is ***amplified*** by **5.32** unique reactions as a result of applause and comments by co-workers.





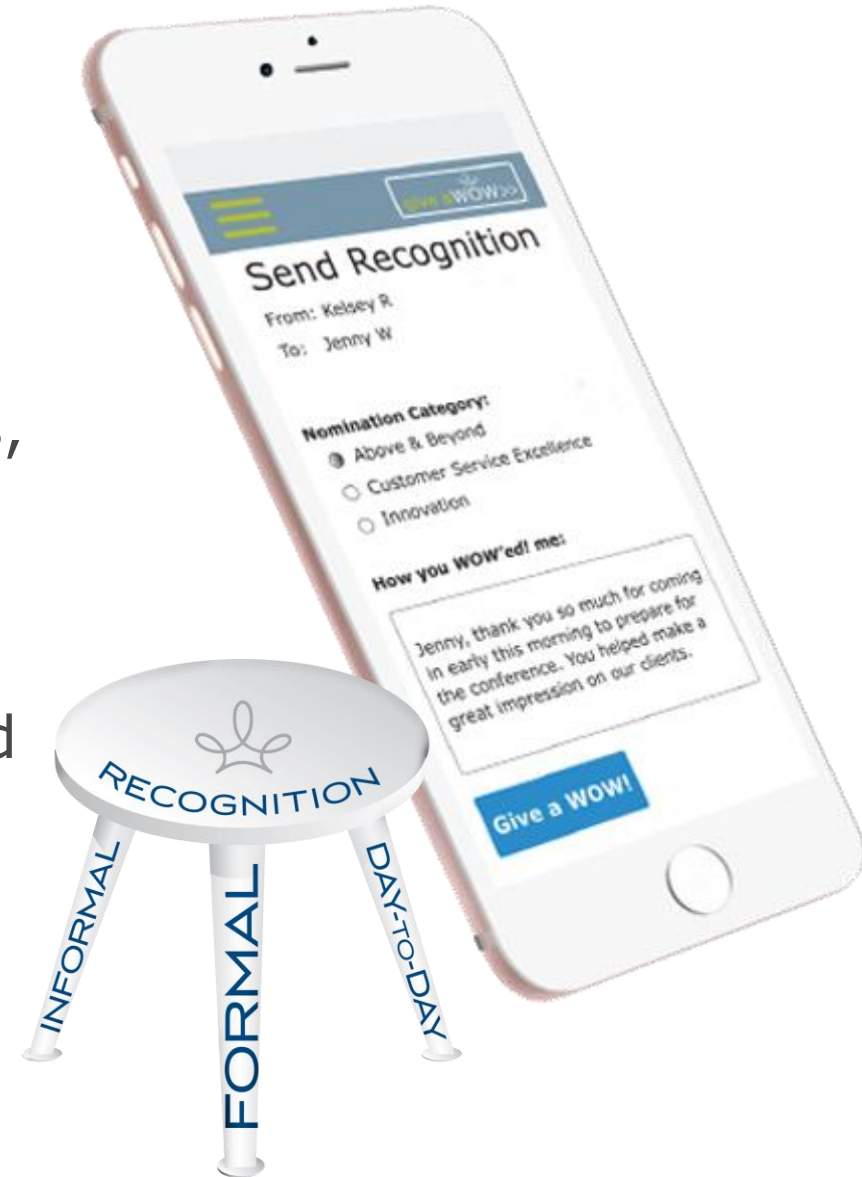
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## Accessible infrastructure for recognition organization-wide

# Accessible Infrastructure for Recognition

## Recognition Infrastructure for All

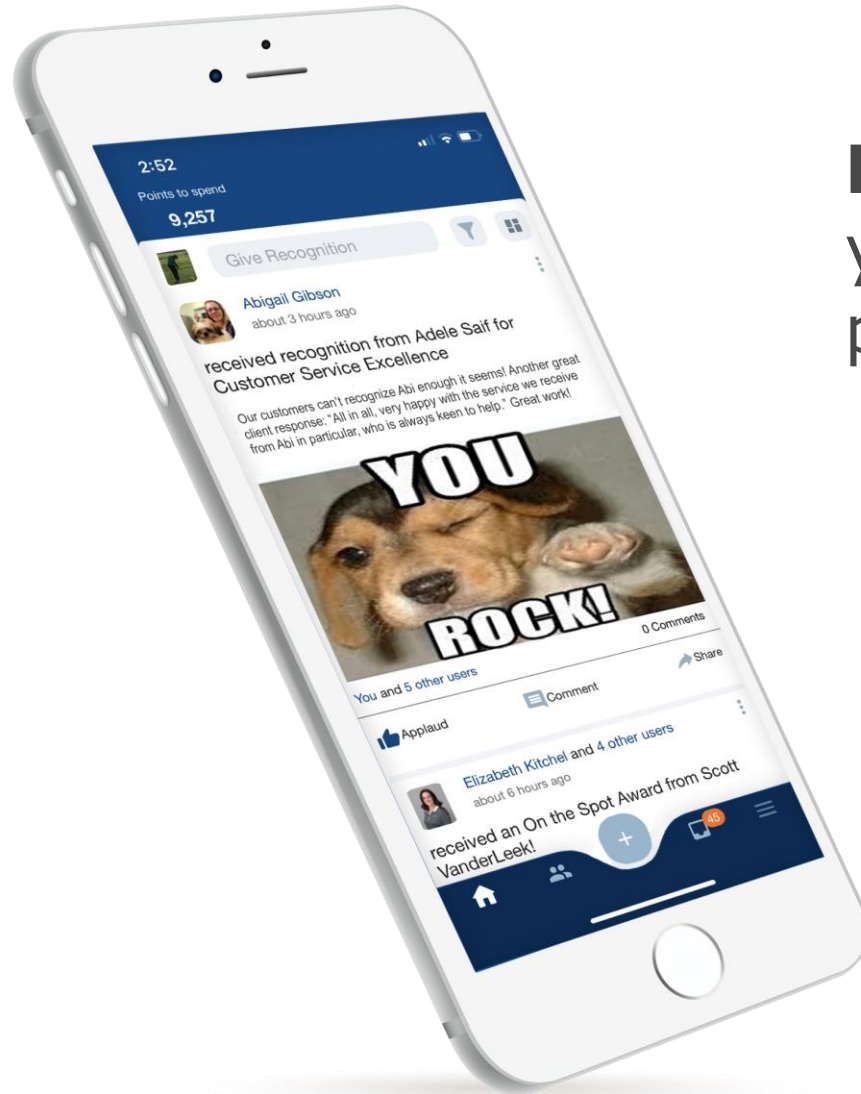
- COVID has made it a requirement
- Best way to reinforce the attitudes, behaviors, and contributions (ABCs) your organization values most.
- Supports your culture of formal, informal, and day-to-day recognition.



# Accessible Infrastructure for Recognition

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**Mobile app integration** with your employee recognition program is crucial.



Is your recognition program accessible by smartphone?

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



# Trending Mobile Usage

---

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

# Trending Mobile Usage

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**70% of employees use their smartphones at work**

60% of employees use apps for work-related activity

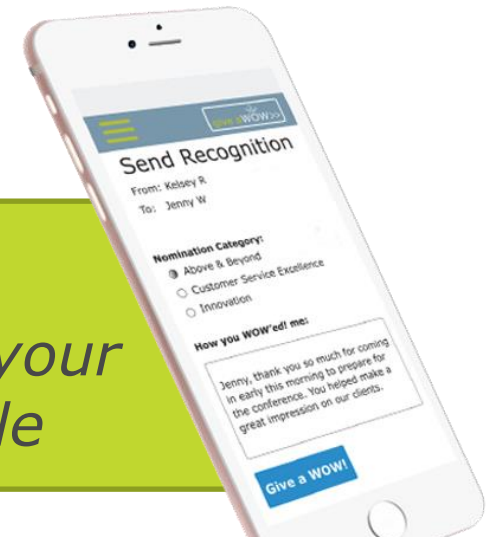
71% spend over two hours a week accessing company information on mobile

# Smartphone Technology and Employee Recognition

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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*





4

## **How staff empowerment impacts your recognition culture**

# Recognition and Employee Empowerment

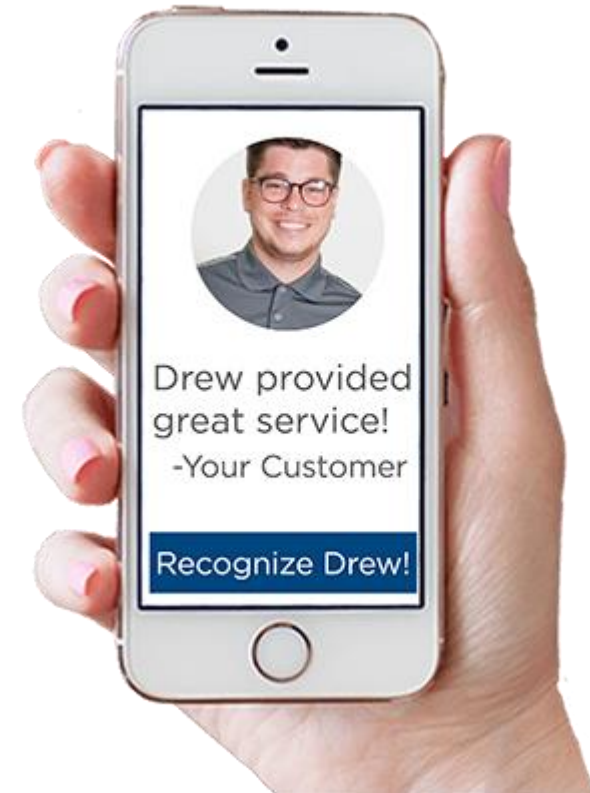
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- 1. Organization-wide Visibility**  
*who's being recognized and why*
- 2. Individual Recognition Profile**  
*access to personal awards history*
- 3. A Voice in the Organization**  
*employees can recognize coworkers who demonstrate company values*
- 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**

**Virtual recognition events –  
The show must go on!**

How has your organization pivoted their recognition events due to COVID? (Select all that apply)

- ☐ Nothing has changed
- ☐ Awards sent to employees homes
- ☐ Moved to virtual event
- ☐ Postponed
- ☐ Canceled



## *Create a Meaningful Virtual Recognition Event*

1. Align around your culture
2. Make recognition *the* event
3. Focus on the recipient
4. Create a new experience
5. Make the thought count

Need more ideas?

Download the free eBook [www.terryberry.com/ebook](http://www.terryberry.com/ebook)



## 1. Align around your culture

- Take your collective culture into consideration.
- Add special elements that are aligned with your culture.
- Brainstorm and ask for ideas from employees.



## 2. Make recognition *the* event

- Don't let your recognition event come off as an obligation.
- Focus on recognition rather than company business or news.
- Inject your event with fun ways to boost participation.
- Ensure that employees have easy-to-follow instructions for how to join and participate.

## **3. Focus on the recipient**

- Make sure to create a unique recognition moment for everyone.
- Personalization increases the effectiveness of any recognition event.
- Think of ways to take into consideration public vs. more discreet recognition.

## 4. Create a new experience

- Don't try to reproduce the in person experience virtually.
- Think of ways to incorporate the advantages that going digital gives you.
- Including more people can create new traditions and more meaningful recognition.

## 5. Make the thought count

- Putting thought into what you do for employees matters now more than ever.
- Many organizations are considering new reward strategies.
- Use tangible rewards to close the loop when experiential rewards are off the table.

Need more ideas?

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### *2021 Preparedness Checklist*

1. The effects COVID-19 has had on employee recognition
2. Finding new ways for recognition to take place
3. Accessible infrastructure for recognition organization-wide
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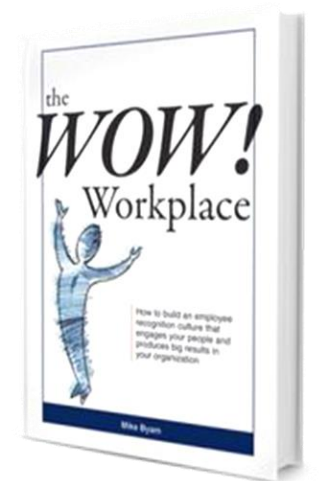


# Questions



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# Recognition University

## **Employee Recognition Training** for managers, leaders, and etc.

- Onsite Classes
- Speaking Engagements
- Webinars

**[terryberry.com/recognition-university](https://terryberry.com/recognition-university)**



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# Free Educational Webinars

Best Practices in Employee Recognition

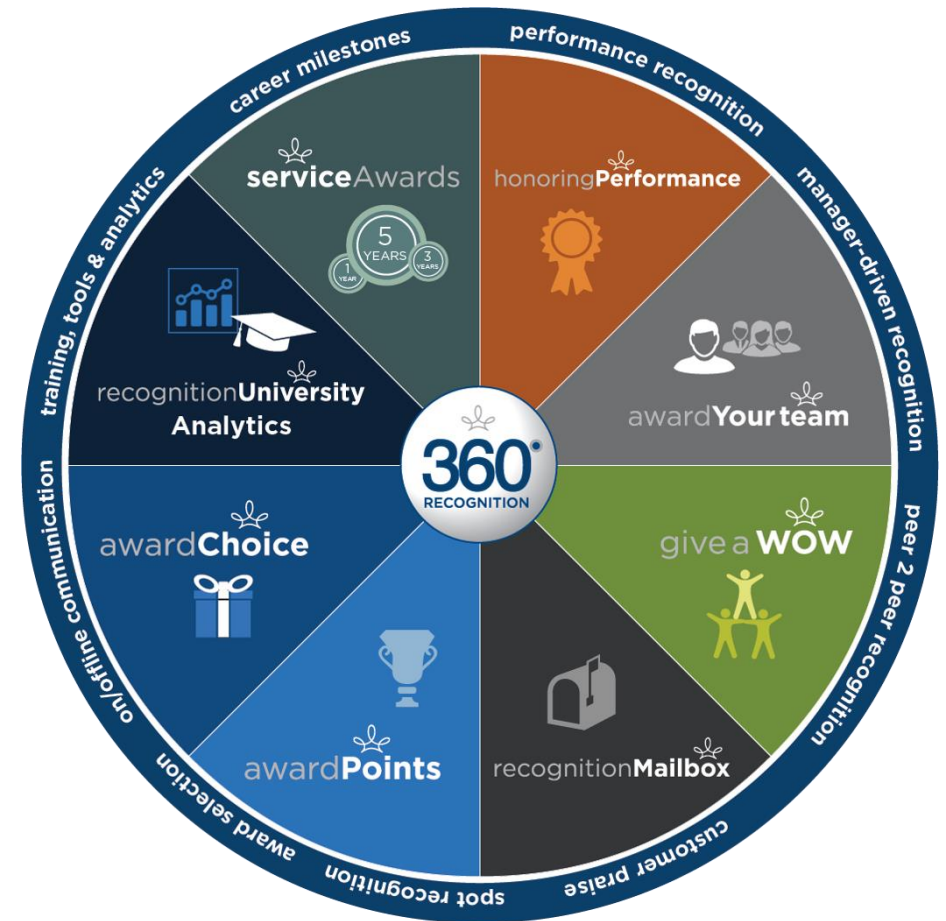
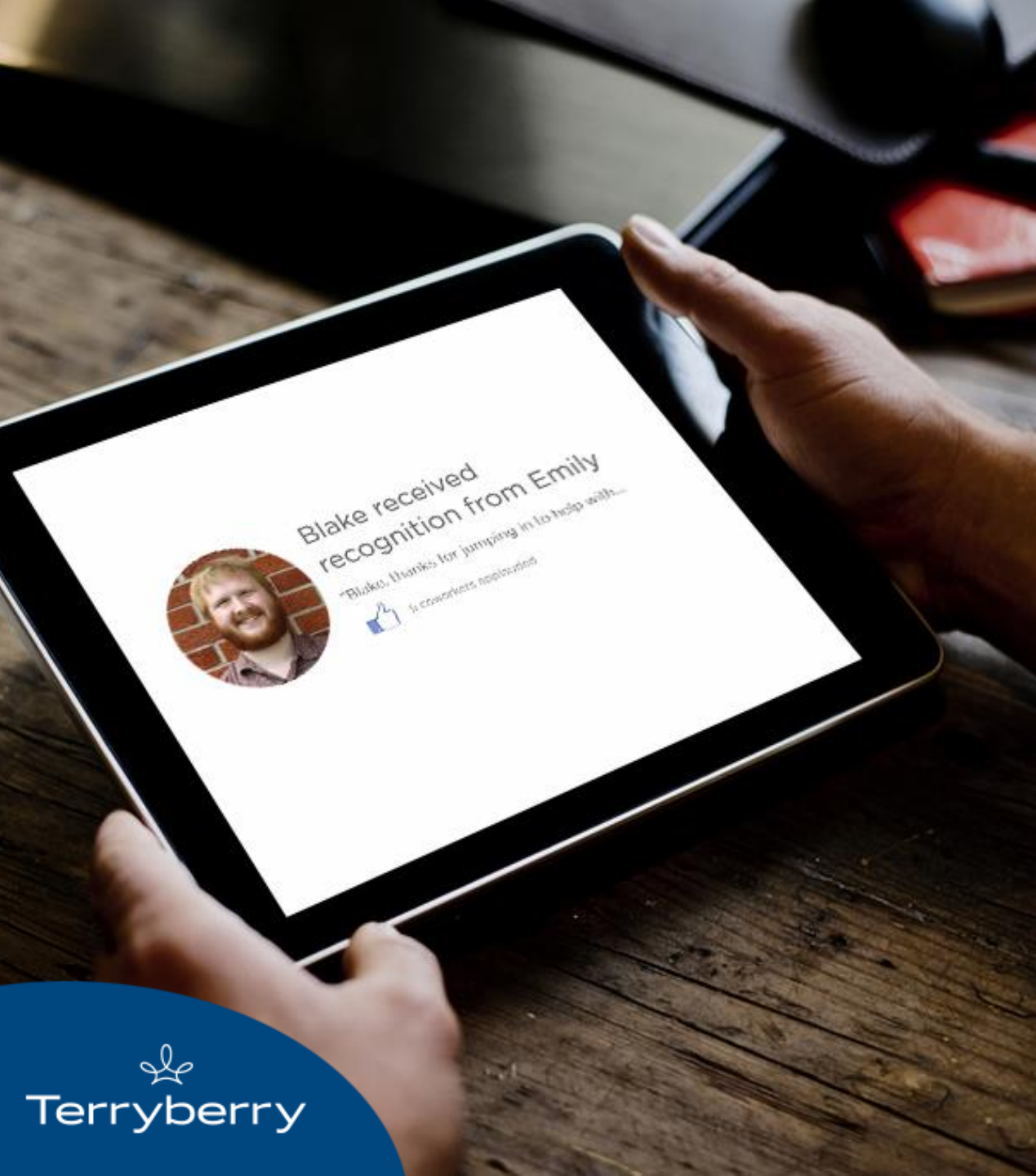
**REGISTER TODAY**

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# Request a Demo

Terryberry's 360 Recognition Platform for all things recognition.



This program is pre-approved for ONE HRCI Credit  
and ONE SHRM PDC



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