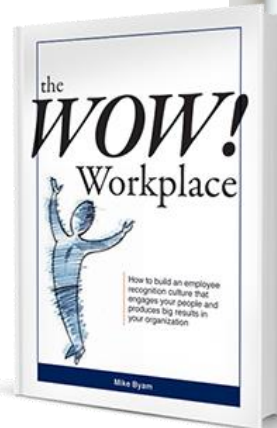
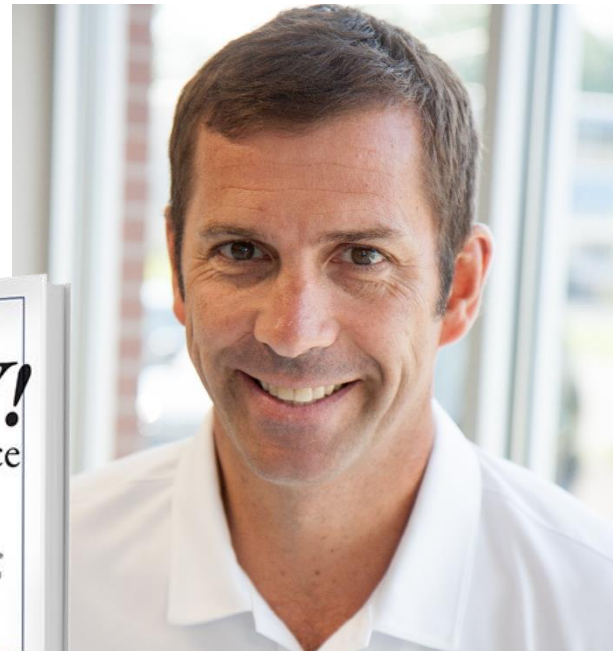


Building a WOW Recognition Culture

Mike Byam

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



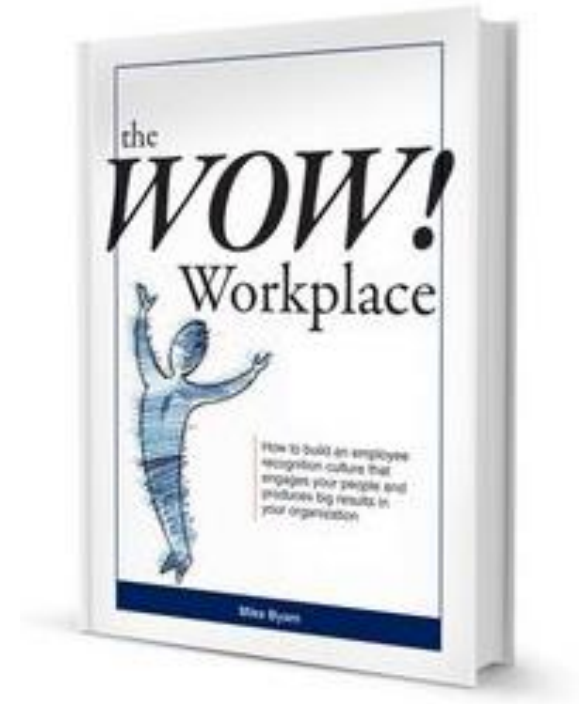
CHAT IN

Have a question?

Chat in and receive feedback immediately

WOW us and **Win!**

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



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

Submit your questions any time for your chance to win!

We recognize **YOU**



“What a team you all are... thank you for rising up to the challenge every day!”

“Kelly, thank you for your task-driven, calm leadership as you guide our team through this pandemic.”

“Thank you for all the amazing triage you are doing for the after hours team during this crazy time....you are awesome!!!!”

“I want to acknowledge Imelda for stepping up and helping with the COVID-19 hotline.”

“Even when I call you at 4pm about a major change in facility protocol, you take it with ease.”

“I'm so proud of how you are positive... Keep it up! You are doing great!!!”



Terryberry

Learning Objectives

1

Reinforce Value of Employee Recognition

- Why your business needs a culture of recognition more than ever

2

Best practices for an effective recognition program

- Adjusting your employee recognition strategies for COVID-19



CHAT IN



Q: How are you? What's been challenging or encouraging during these uncertain times?



CHAT IN



Q: What are you doing different *today* to recognize your employees compared to pre-COVID?



Pre-COVID

Only **40%** of employees feel adequately recognized by their supervisor.

36% of employees said they **haven't** received any form of recognition in the last year.

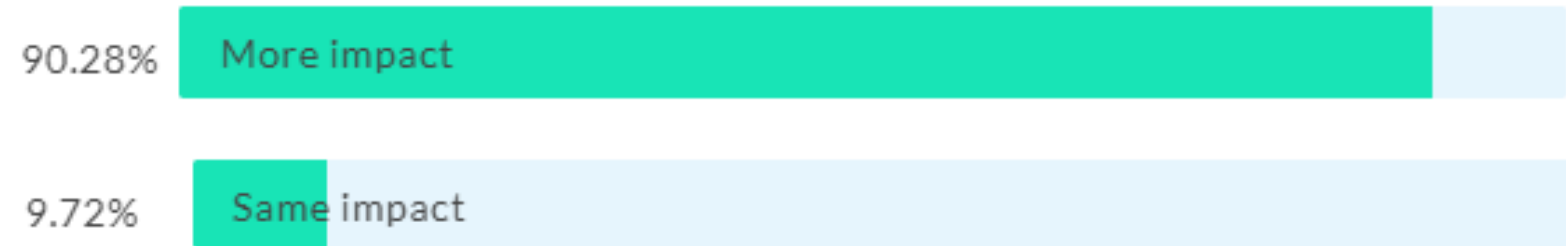
31% of employees are **satisfied** with recognition they receive.

88% of businesses indicate they recognize their employees.

Current Stats

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

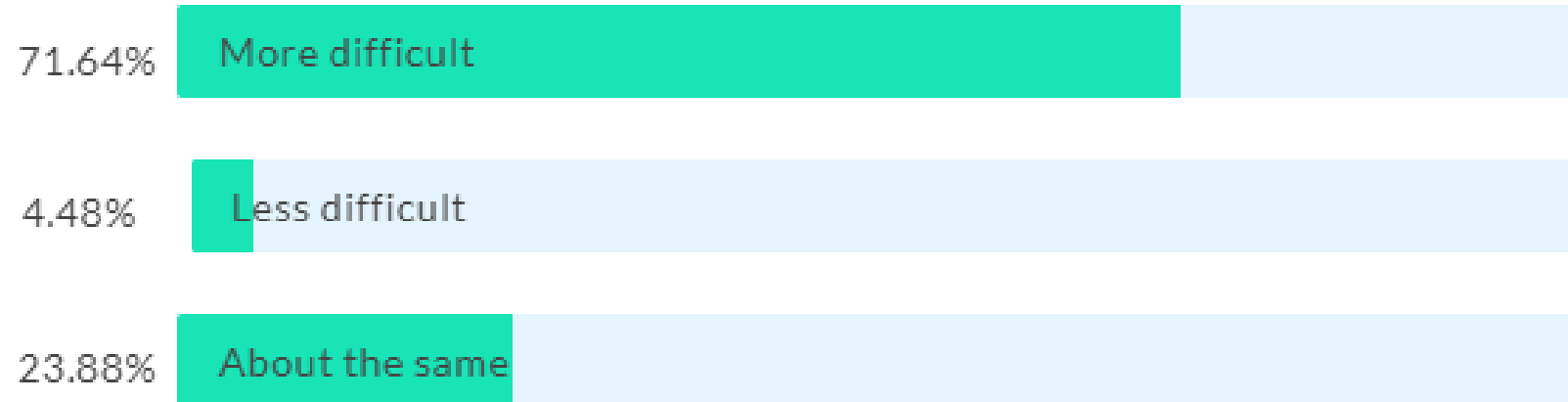
Multiple choice with single answer



Current Stats

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

Multiple choice with single answer



“What percentage of employees do you believe are recognized monthly?”

80%



Senior
Leaders

40%



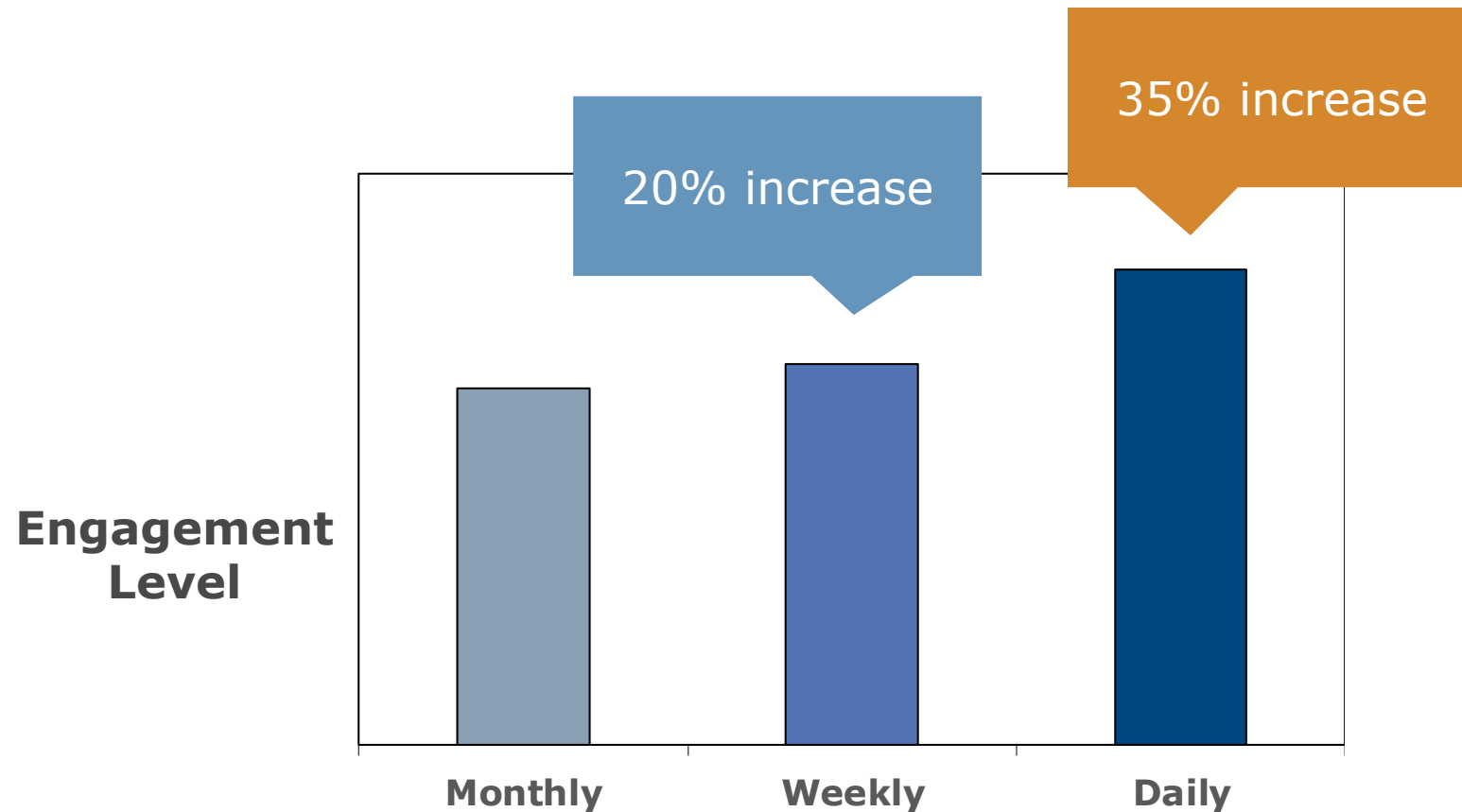
Managers

22%



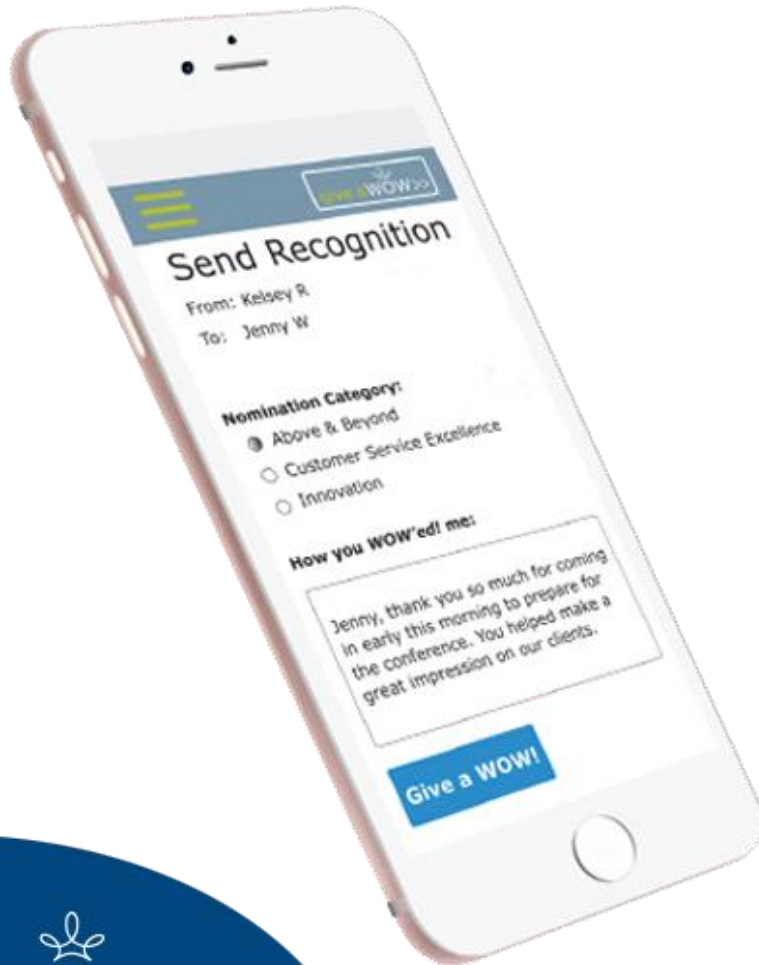
Individual
Contributors

The Frequency of Recognition has a Significant Impact on Employee Engagement



Daily Telegraph, Findings of David Brown, Director of Hewitt Associates

Recognition is the best way to **encourage and connect your employees**



Current Workplace Trends Require Leaders to **ADAPT**



- ☐ Newly remote employees
- ☐ Be human
- ☐ Be proactive



Maintaining Your Workplace **Community**

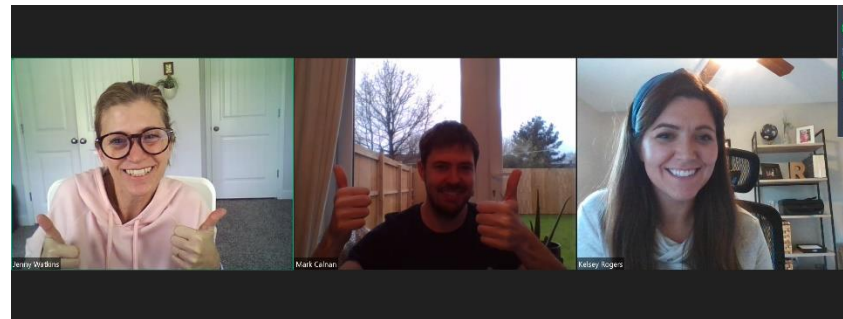
- **Strategic social tools** help maintain a sense of purpose and community for employees that are feeling disconnected.
- **Recognition for remote employees.** Replicate or replace offline recognition habits with an equally personal online substitute. Make it fun. Make it inviting.



Kelsey Rogers and 3 other received recognition from Rhonda Helmeczi for Innovation



Shoutout to the Marketing team for their innovative efforts on the new social media campaign. The graphics and helpful resources will be invaluable for our prospects and customers. Great work!



👏 Applaud (22) ➦ Share

2 days ago

👍 You and 21 other users applauded



Laurie Smith commented:
Thank you!

a day ago

Demonstrate **Commitment** to Your People

- Be on the lookout for **every opportunity** to demonstrate your appreciation for their commitment to your organization.
- **Challenge your leadership to step up** in celebrating the accomplishments and achievements of employees' hard work.
- **Encourage innovative ideas** and recognize/ reward.



Prioritize **Communication**

- **Leverage your recognition programs'** communication tools for important company updates.
- **Send ecards** for personal and professional milestones – birthdays, get well, service anniversaries and more.



Communicate
Important
Announcements

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.

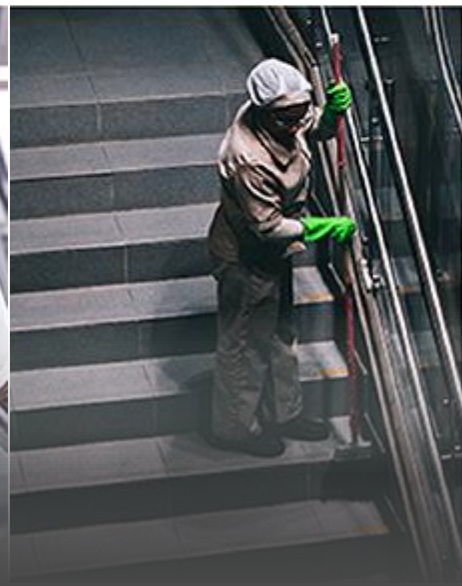


A person wearing a light blue button-down shirt is sitting at a dark wooden desk. They are holding a purple pen and writing in an open, cream-colored notebook. A silver laptop is partially visible on the right side of the desk. The background is a solid orange wall.

Best Practices for an Effective Recognition Program

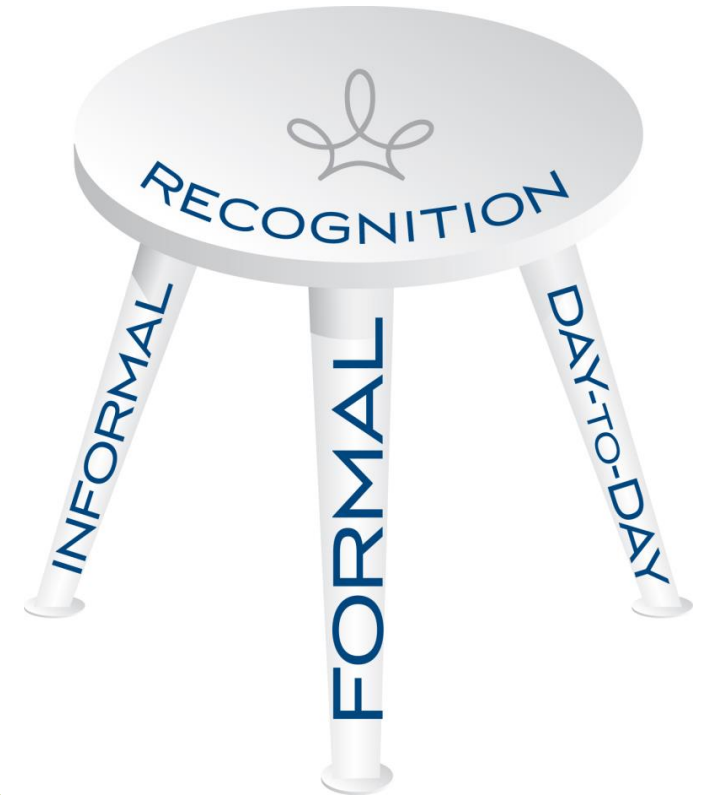


Connecting recognition to your purpose is more meaningful than ever.



Establish a Recognition Strategy

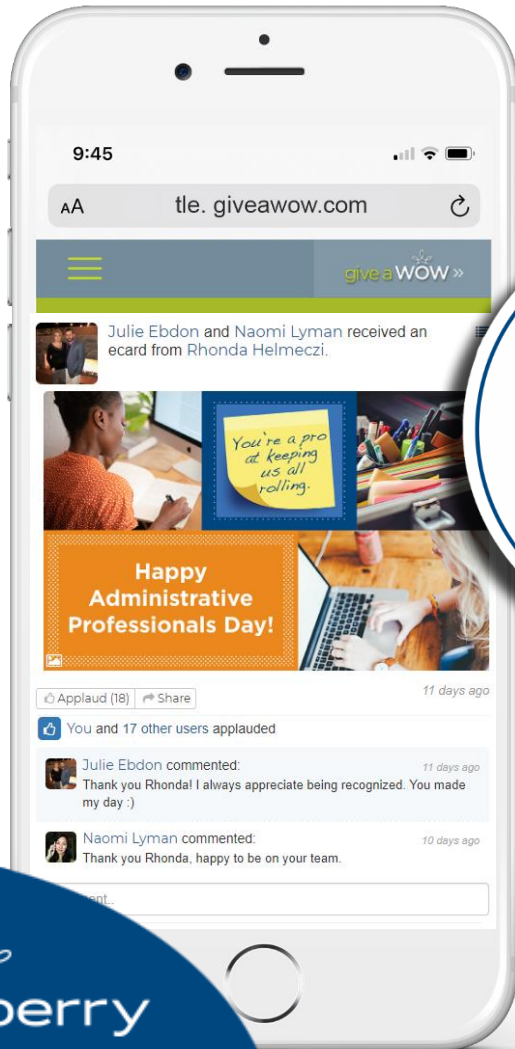
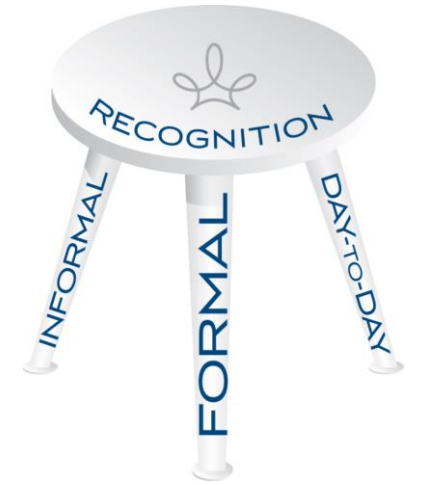
- ☐ Align with business goals
- ☐ Gain leadership support
- ☐ Address the 3 tiers of recognition



Think of
recognition as a 3
legged stool

Day-to-Day Recognition

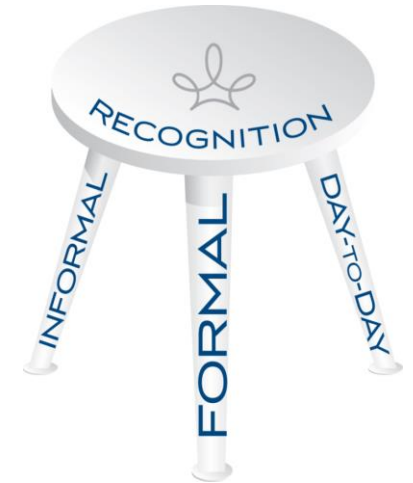
frequent, consistent, person-to-person



- ☐ Be human
- ☐ Peer/Social recognition
- ☐ Leverage technology

Informal Recognition

structured, measurable, with defined criteria



"Great work!"

- ☐ Above & Beyond/ Spot Recognition
- ☐ Points-based recognition for incremental goals (*performance, wellness, safety*)
- ☐ Leverage technology



Brad Sytsma received points for Wellness



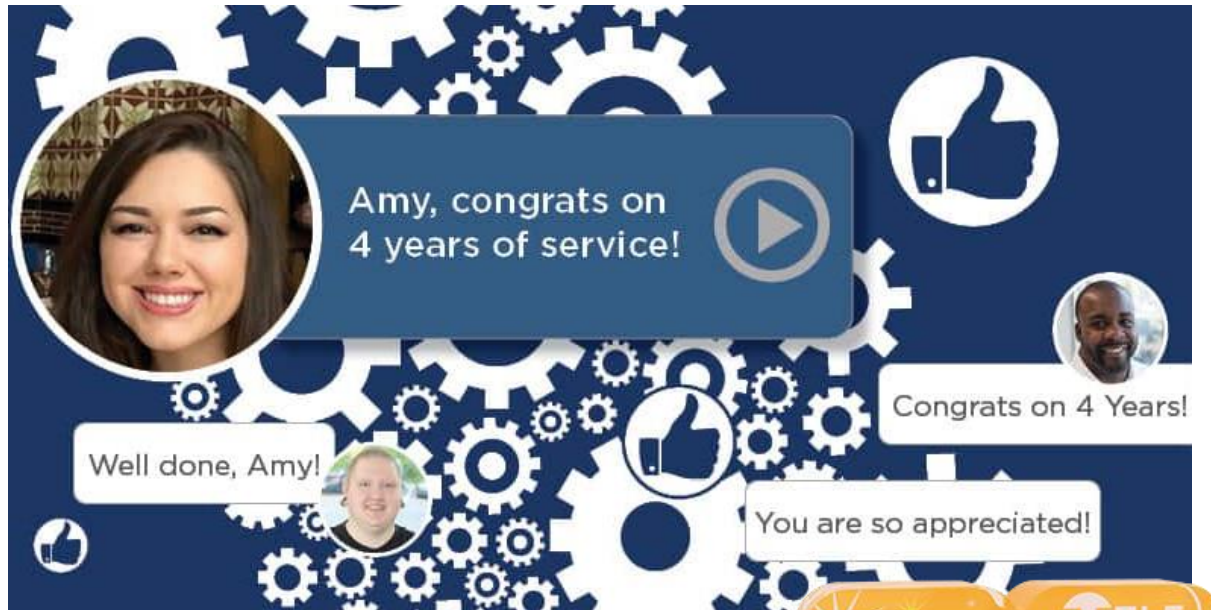
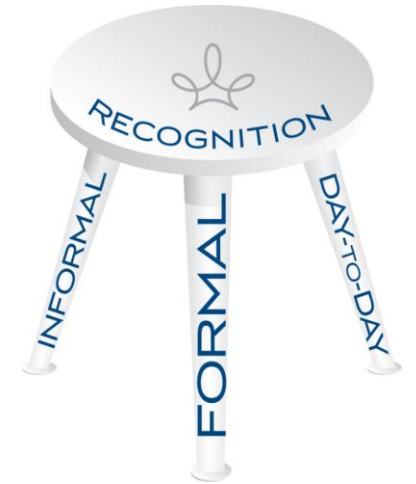
Polaroid Camera Kit.

Points 4888

[Product Details](#)

Formal Recognition

Structured recognition and awards for significant milestones or major accomplishments.

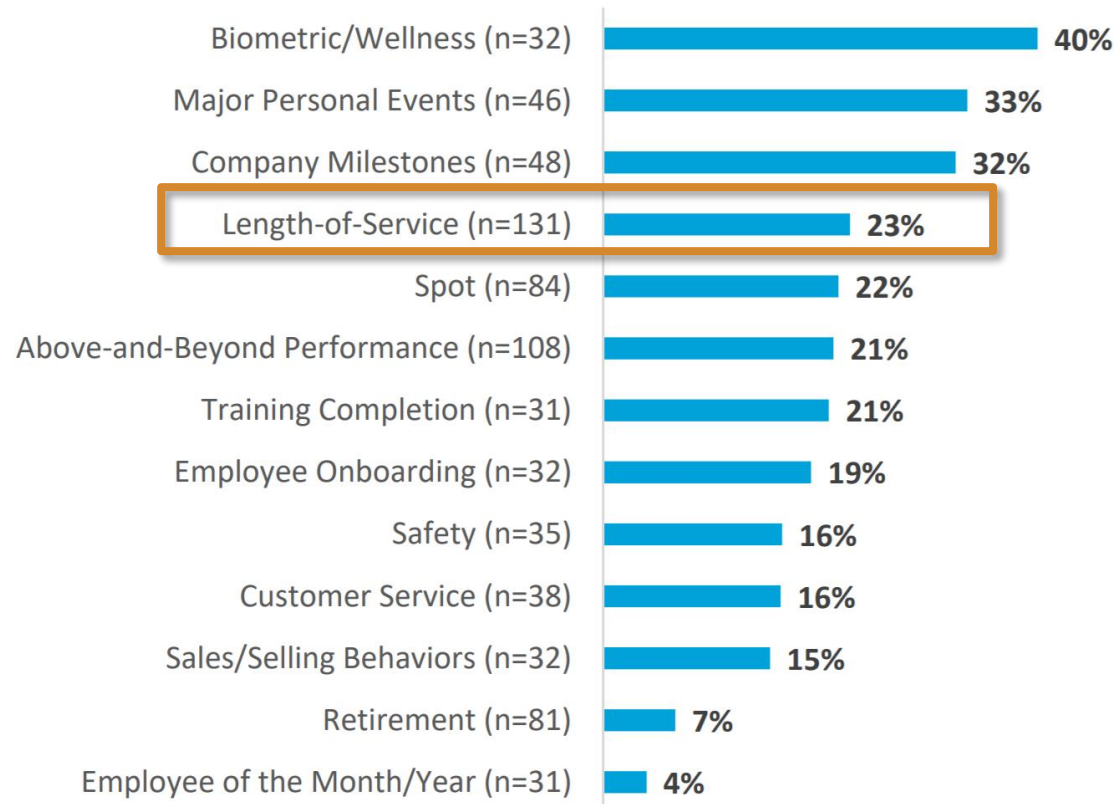


- ☐ Pinnacle Achievements
- ☐ Service Awards/ Career Milestones
- ☐ Opportunities to Engage Newer Employees
- ☐ Leverage Technology



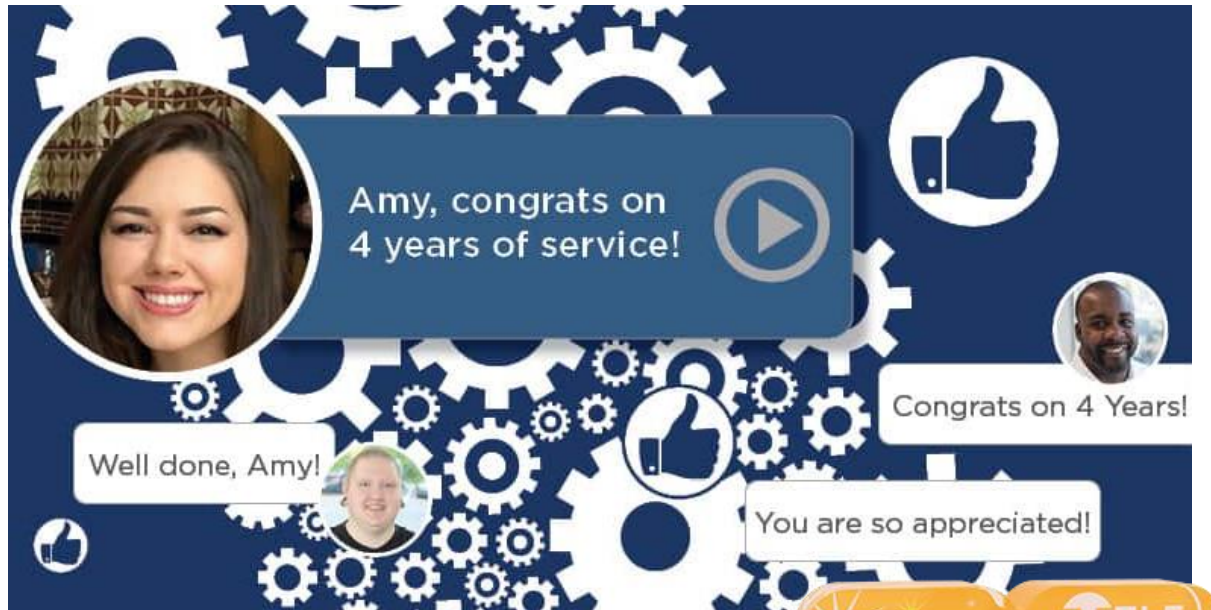
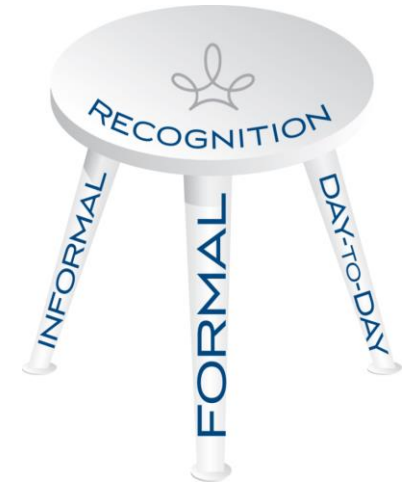
Recognition programs that reach the highest proportion of the workforce

Percentage of Employees Recognized in Last 12 Months



Formal Recognition

Structured recognition and awards for significant milestones or major accomplishments.



- ☐ Pinnacle Achievements
- ☐ Service Awards/ Career Milestones
- ☐ Opportunities to Engage Newer Employees
- ☐ Leverage Technology



Which of the following recognition program(s) does your organization support? *select all the apply*

- ☐ Service Anniversary Awards
- ☐ Peer-to-Peer Recognition
- ☐ Performance-Driven (*sales/safety/wellness, etc.*)
- ☐ Points-based Recognition
- ☐ Manager-driven Recognition



Giving Meaningful Recognition

Timely

Specific

Aligned with core values



POLL

Does your organization train managers and leaders on how to recognize employees?

- ☐ Yes
- ☐ We've considered it
- ☐ No

Communication Plan

- ☐ Objectives
- ☐ Channels
- ☐ Messaging
- ☐ Calendar



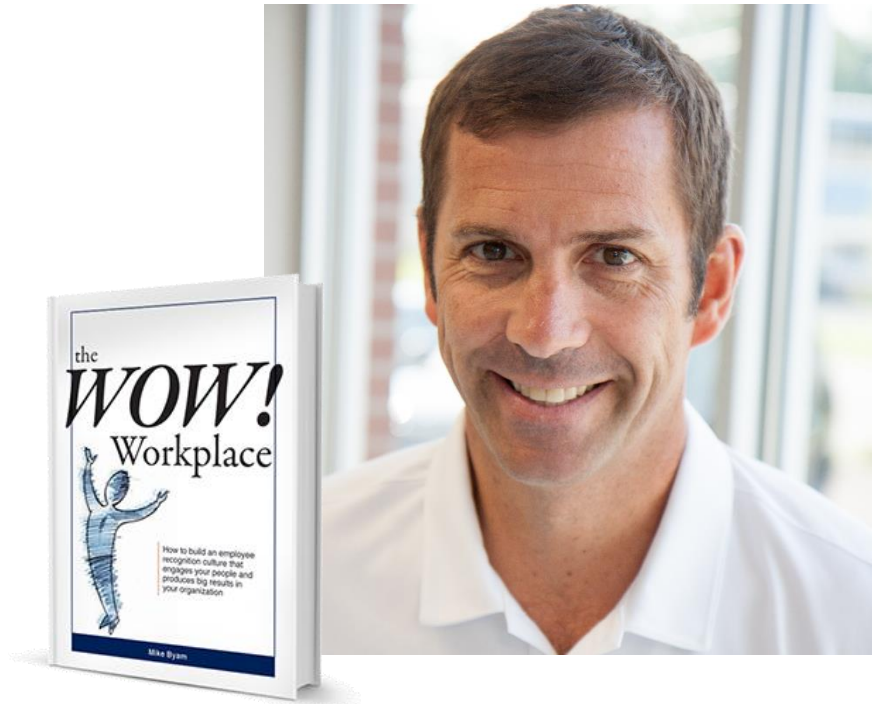
Review Your Communication Plan Annually

Make Recognition a Part of Regular Internal Communications

Newsletters • Staff meetings • Posters • Zoom • Social Strategy



Questions



Mike Byam

Author of *The WOW! Workplace*
Managing Partner, Terryberry
mbyam@terryberry.com

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



360 Recognition Platform

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REGISTER TODAY

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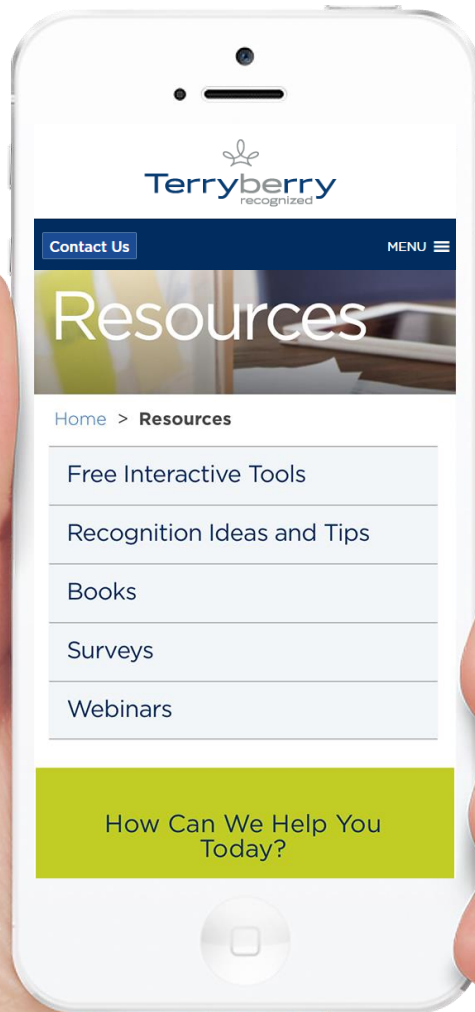
CPHR



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Certified Professionals®*



*Most webinars are pre-approved for CPHR, HRCI,
WorldatWork and SHRM recertification credits*



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