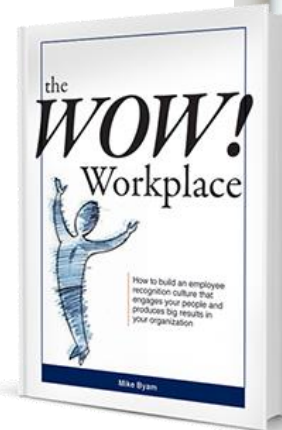
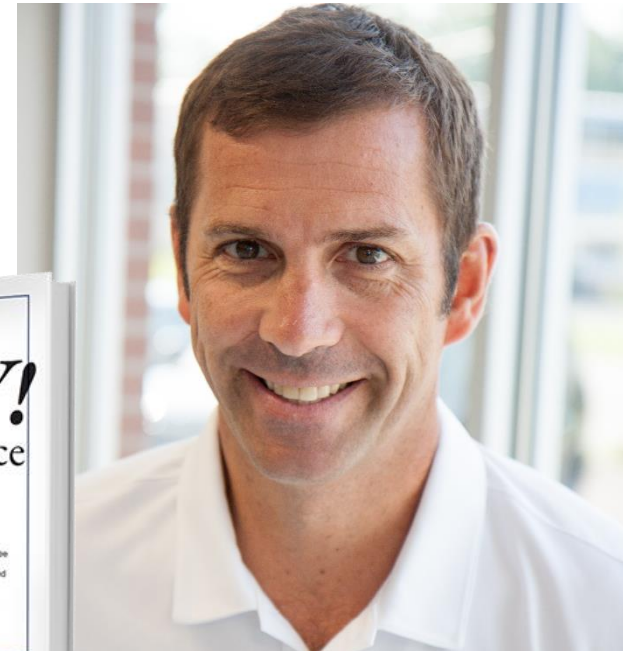


Out of Sight, But Not Out Of Mind: **Recognition for Remote Workers**

Mike Byam

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



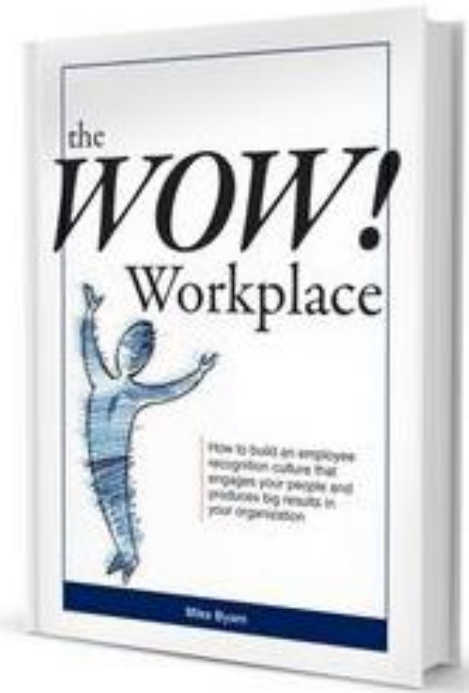
CHAT IN

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!

Learning Objectives

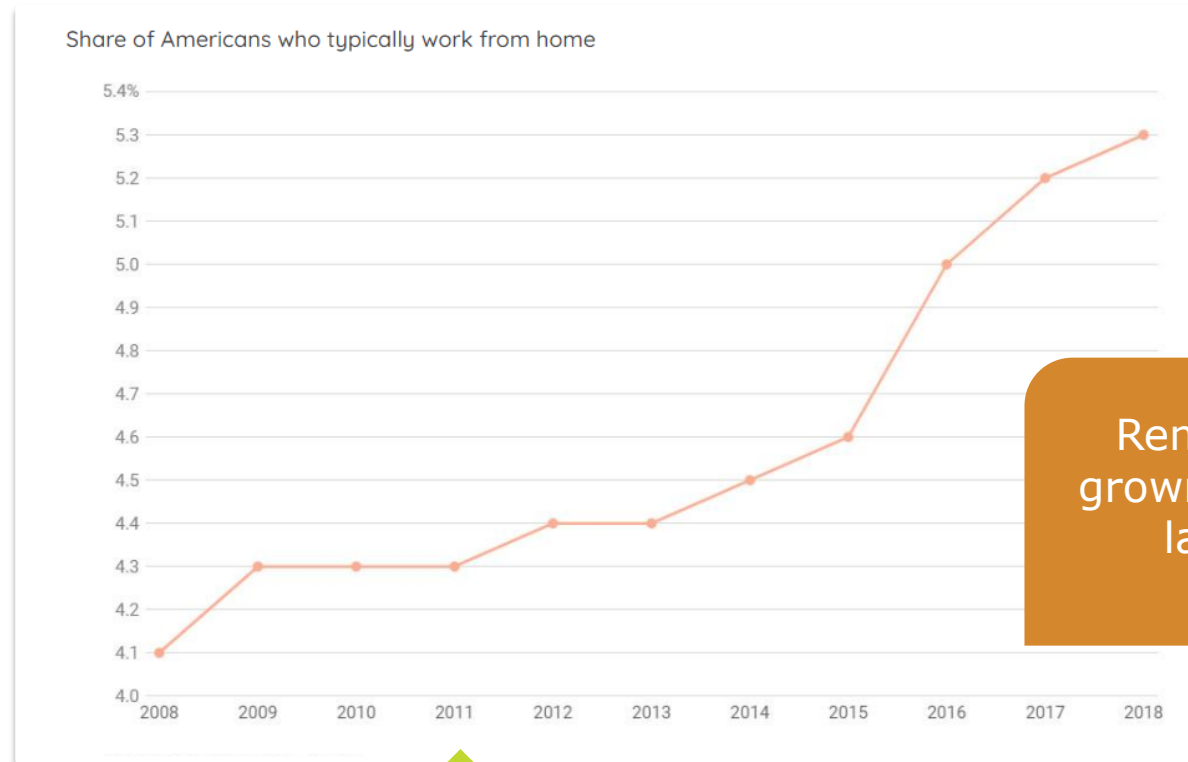
1 State of Remote Work Today and Future Projections

2 Principles and Practices for Remote Recognition



“Telework is no longer a company perk for employees, but a business imperative.”

- Ron Markezich, VP of Microsoft's U.S. Enterprise & Partner Group, [2011](#)



Remote work has
grown +400% in the
last 10 years
[-GetApp](#)

Industry Giants' Response to Remote Work



Google employees will work from home through September – [The New York Times](#)



140,000 Siemens employees can work from anywhere – [Forbes](#)



POLL

Today, what percentage of your employees regularly work someplace other than your main office?

- ☐ 0-10%
- ☐ 10-30%
- ☐ 30-50%
- ☐ 50-75%
- ☐ >75%

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."



Is remote work **here to stay?**

74% of CFOs expect to transition at least a portion of previously onsite employees to remote work post-covid.

- Forbes

Remote Working: Benefits to Employers



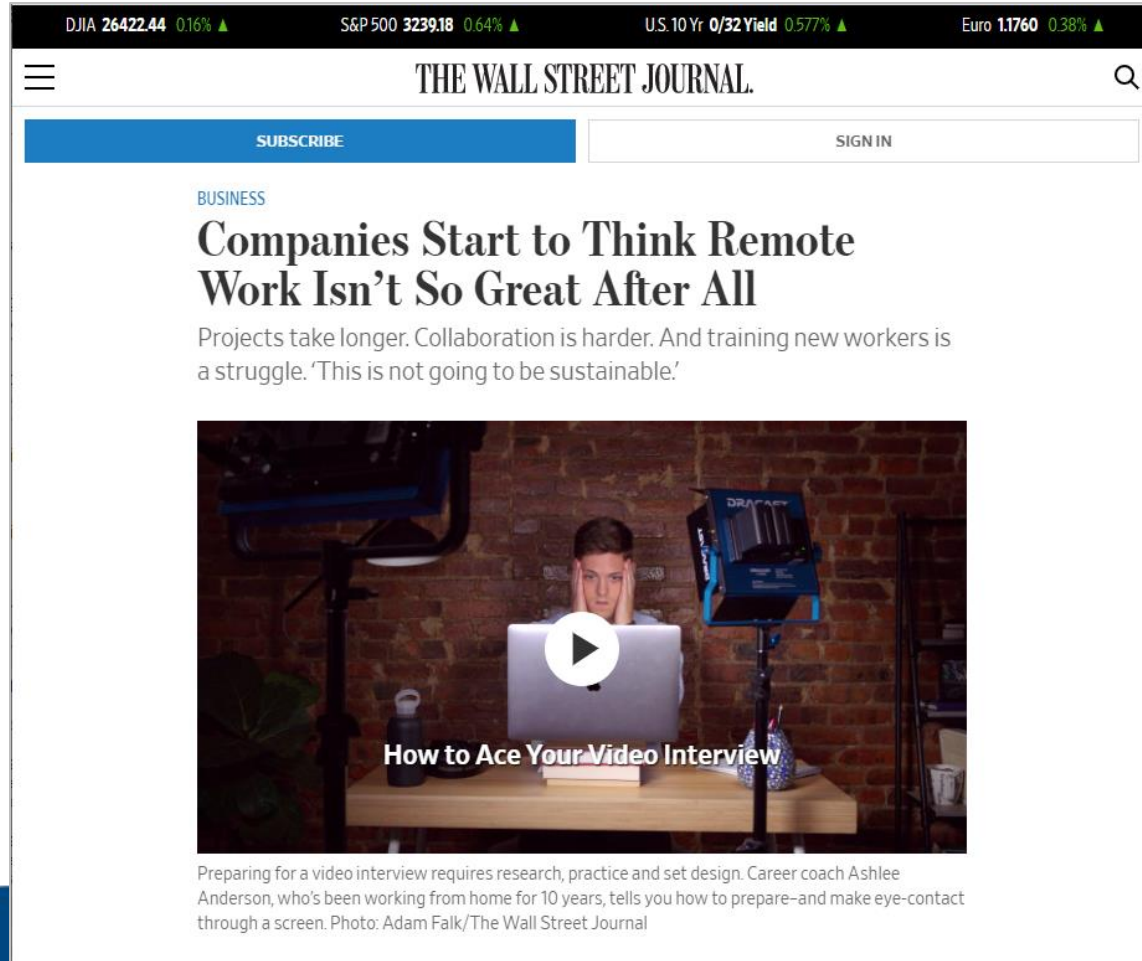
Retain Employees: 74% of employees say the ability to work remotely would make them less likely to quit [Owl Labs](#)

Save Money: Employers save \$11,000 per half-time telecommuter (lower real estate costs, reduced absenteeism and turnover. Bonus – reduce your carbon footprint too!) [Global Workplace Analytics](#)

Access a Larger Talent Pool: Remote working removes geographic, work/life, and other barriers to access the best talent.



Remote Working: Challenges



Projects can take longer

Collaboration is harder

Training new workers is a struggle



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. ”

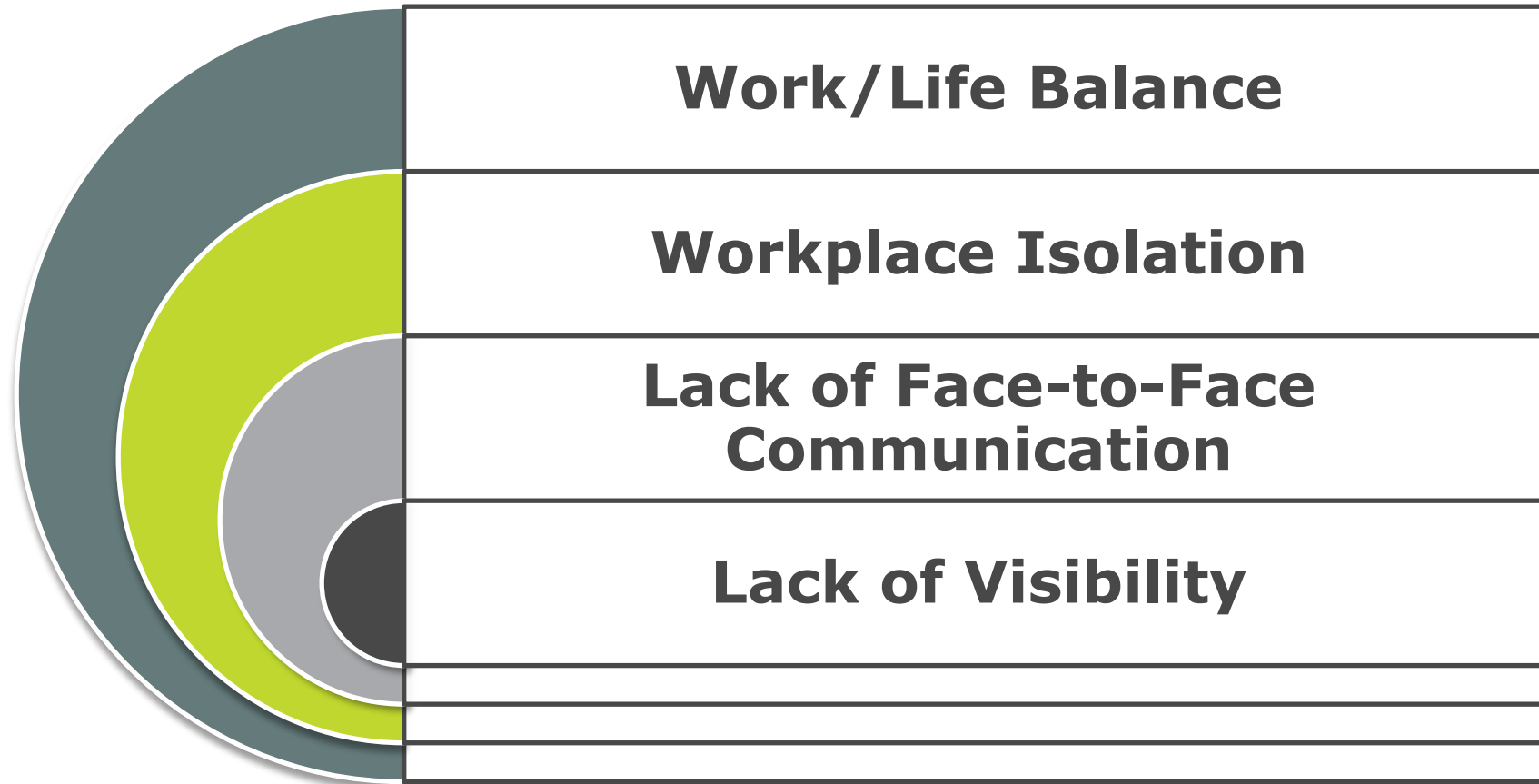
- Anonymous

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

Top Challenges for Remote Workers



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

"We are having coffee breaks with our office staff via Zoom to keep people connected and having fun because they miss their peers so much!"

"shoutouts using our community chat"

"We use "Cause for Applause" cards which are given out frequently by all employees to each other, huge game changer!"

"recognition through virtual town hall meetings"

"CEO is acknowledging employees during his video updates"

"Ordering lunch for teams at home"

"video greeting cards and ecards"

"FB award ceremonies rather than in-person"

"Lots more communication"



Recognition for Remote Workers: **Principal 1**

Remote workers need **to belong**
in the workplace culture



Isolation is a Significant Concern

HealthAffairs

TOPICS JOURNAL BLOG BRIEFS

HEALTH AFFAIRS BLOG

RELATED TOPICS:
COVID-19 | PUBLIC HEALTH | ACCESS TO CARE | EDUCATION

The Double Pandemic Of Social Isolation And COVID-19: Cross-Sector Policy Must Address Both

Julianne Holt-Lunstad

JUNE 22, 2020 10.1377/hblog20200609.53823






n p r **GpB**

THE CORONAVIRUS CRISIS

Why Some Young People Fear Social Isolation More Than COVID-19

July 4, 2020 - 7:00 AM ET
Heard on Weekend Edition Sunday

 YUKI NOGUCHI

 4-Minute Listen  PLAYLIST   



Recognition for Remote Workers: **Principal 1** *in action*

Proactively create opportunities to connect with colleagues

Use Technology to enable human connection, NOT to replace it.



Start On the Right Foot

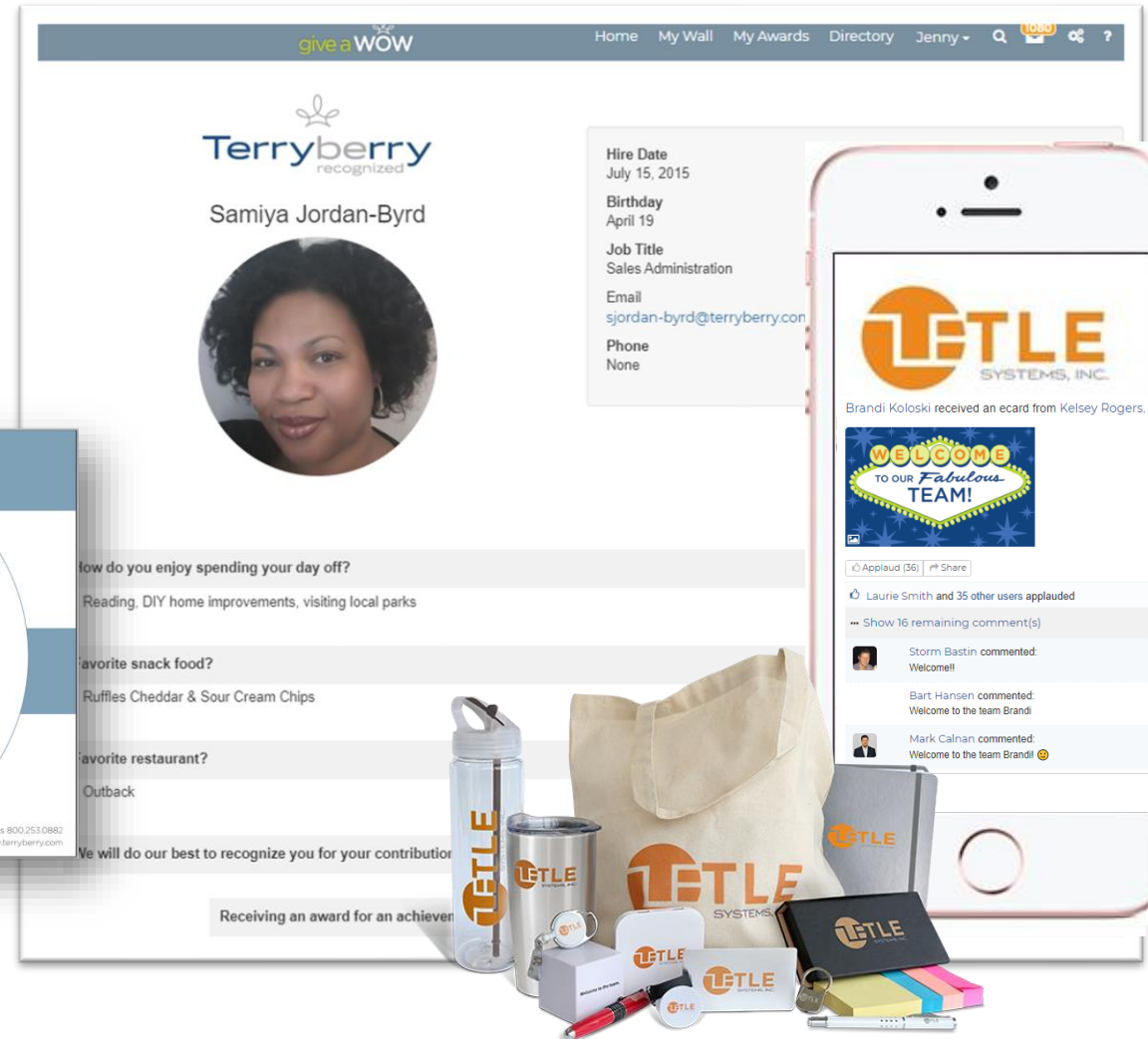
Onboarding an Offsite Employee

Personal: Get-to-Know Me

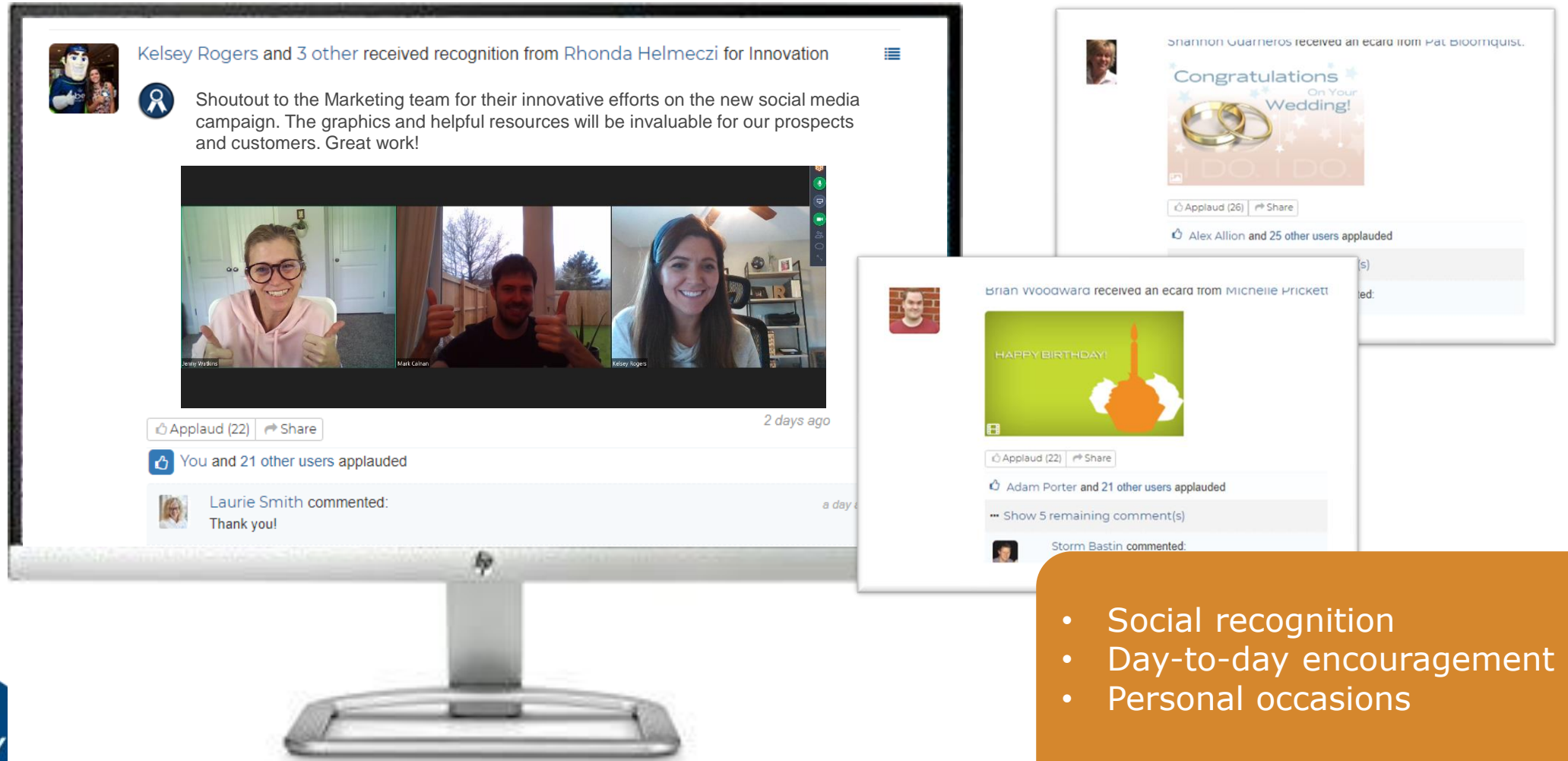
Team: Welcome Aboard e-Card

Organization: Welcome Gift or Award

Download the New Hire
Onboarding Questionnaire
www.terryberry.com/resources



Maintaining Workplace Community During Remote Work



- Social recognition
- Day-to-day encouragement
- Personal occasions

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.



Recognition for Remote Workers: **Principal 2**

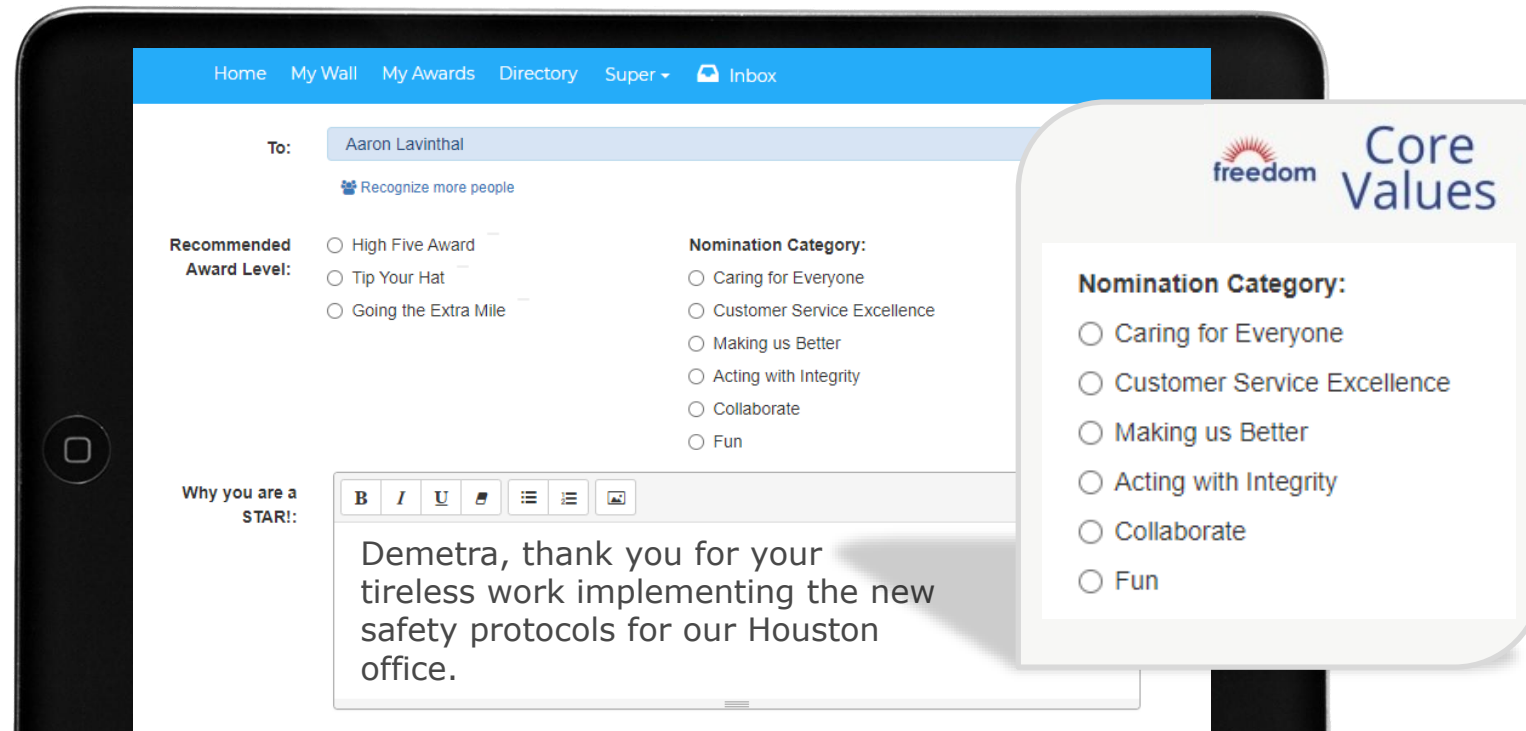
Remote workers need to understand the “WHY”

Can employees name your organization's core values?

- ☐ Almost no employees could name the core values
- ☐ Few employees could name the core values
- ☐ Some employees could name the core values
- ☐ Most employees could name the core values
- ☐ All employees could name the core values

Recognition for Remote Workers: **Principal 2** *in action*

**Use recognition moments to reinforce
the Mission & Vision**



Home My Wall My Awards Directory Super ▾ Inbox

To: Aaron Laventhal

[Recognize more people](#)

Recommended Award Level:

- ☐ High Five Award
- ☐ Tip Your Hat
- ☐ Going the Extra Mile

Nomination Category:

- ☐ Caring for Everyone
- ☐ Customer Service Excellence
- ☐ Making us Better
- ☐ Acting with Integrity
- ☐ Collaborate
- ☐ Fun

Why you are a STAR!:

B I U [List Icon] [Image Icon]

Demetra, thank you for your tireless work implementing the new safety protocols for our Houston office.

Nomination Category:

- ☐ Caring for Everyone
- ☐ Customer Service Excellence
- ☐ Making us Better
- ☐ Acting with Integrity
- ☐ Collaborate
- ☐ Fun



Communicate the **Big Picture**

Does your Recognition Program...

- Communicate Mission, Vision, Values
- Share Key Strategies, Goals, and Initiatives

#2 motivator for employees is "feeling in on things"



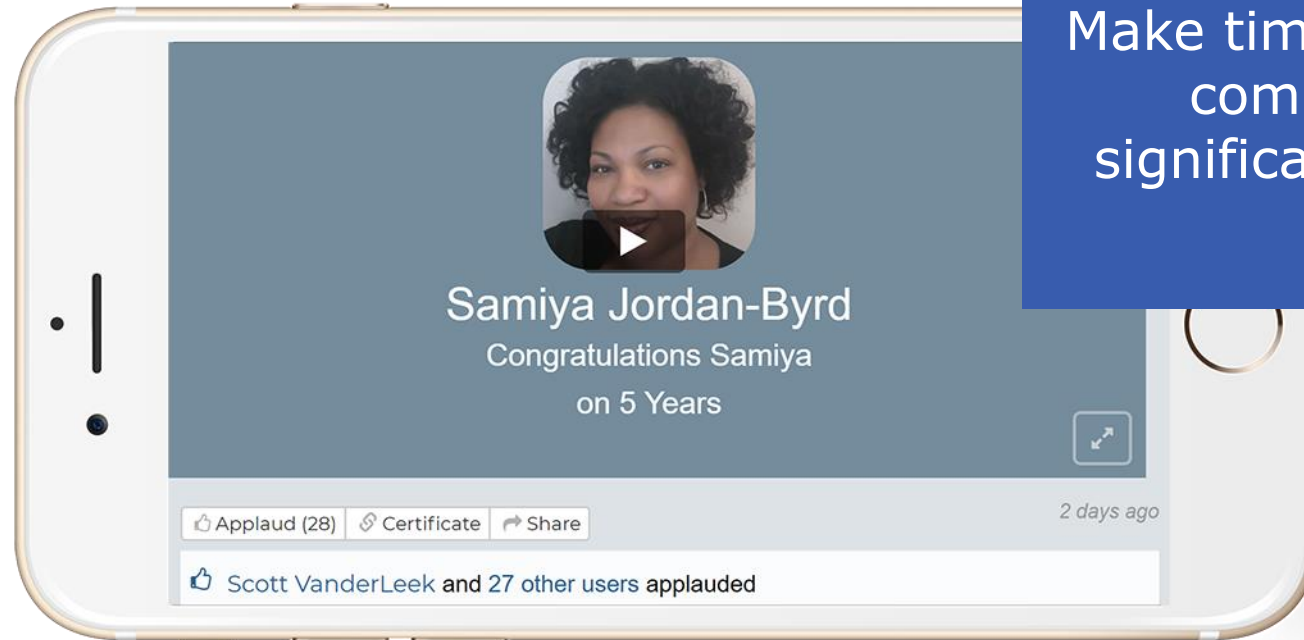
Recognition for Remote Workers: **Principal 3**

Remote employees need to celebrate significant milestones and achievements



Recognition for Remote Workers: **Principal 3**

in action



Make time as a team to
commemorate
significant milestones

POLL

How will your organization celebrate recognition events this year?

- ☐ Organization-wide virtual event
- ☐ Organization-wide in-person event
- ☐ Company-sponsored small-group events (in-person or virtual)
- ☐ Unofficial team gatherings (in-person or virtual)
- ☐ Undecided

Celebrate Together...Virtually

Connect as a Team – try a virtual interactive experience: online tasting event or virtual team games

Share Appreciation – live online leadership message or video post on your intranet feed are some remote options

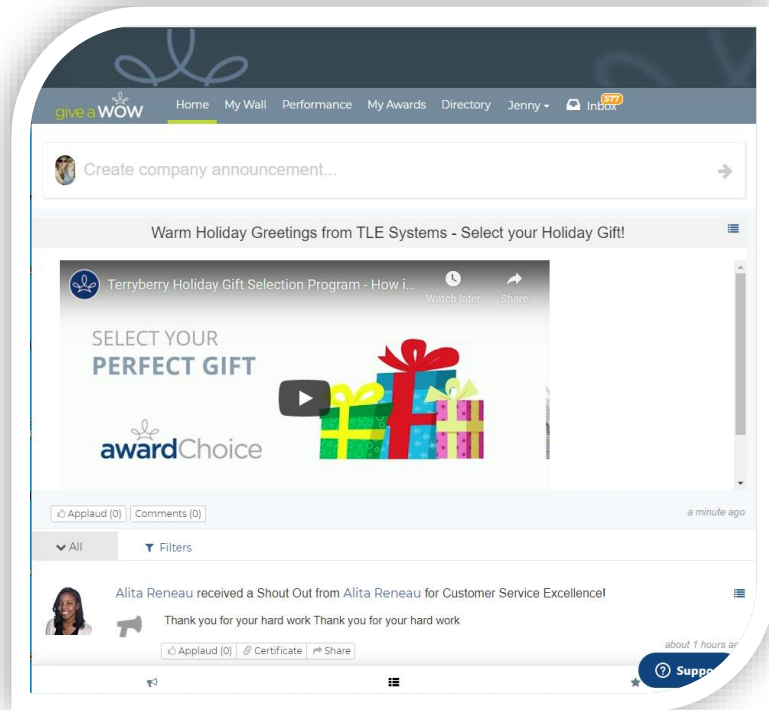
Present Awards –contactless options include shipping awards to recipients' homes or providing an online shopping experience



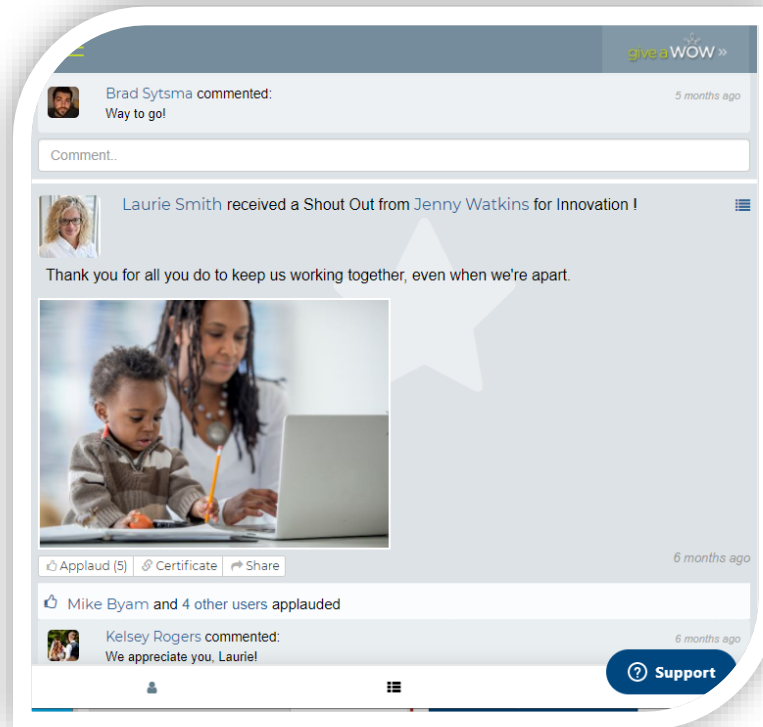
For more virtual recognition event ideas, download our free eBook www.terryberry.com/ebook

Share Appreciation Remotely

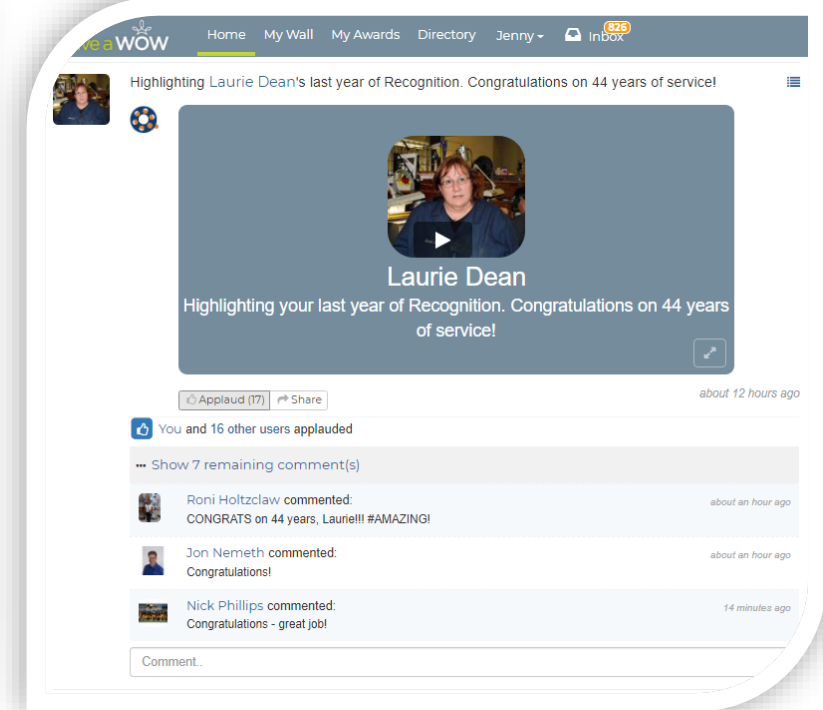
Company-wide Announcement



Personal Recognition



On-the-Fly Video

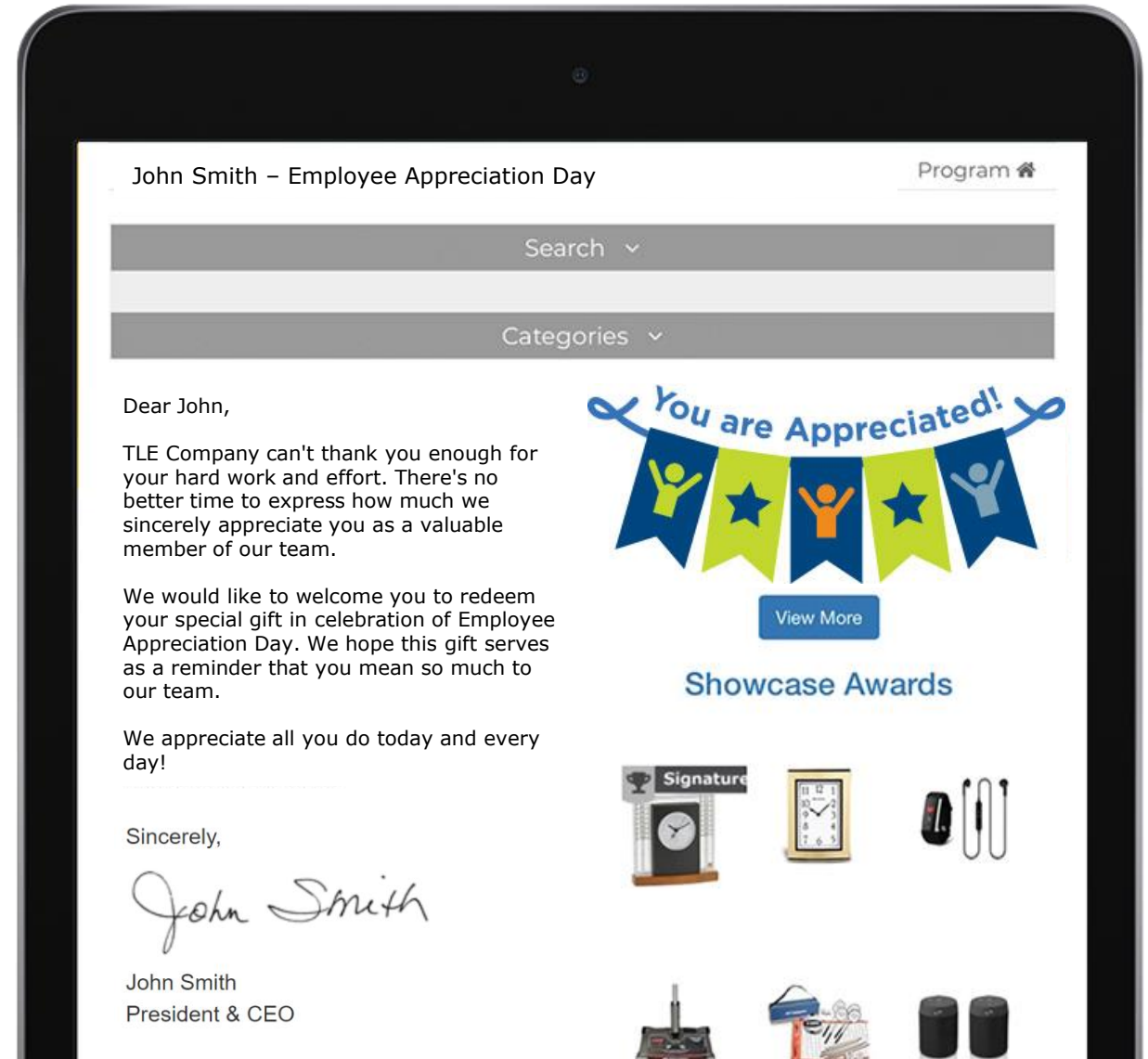


Contactless Award Presentation

- Congratulatory Message by Email
- Online Award Selection Experience
- Awards Shipped to Home

“Thank you Grandad for sharing your 40 years service gift with me. I love my bracelet!”

Tracey and Brian





Creativity & Personalization

Award presentation via webcam

Create a book with photos and notes

Send a video with praise from coworkers

E-Cards /E-Certificates

Webcast team meetings

Personalized award package



Recognition for Remote Workers: **Principal 4**

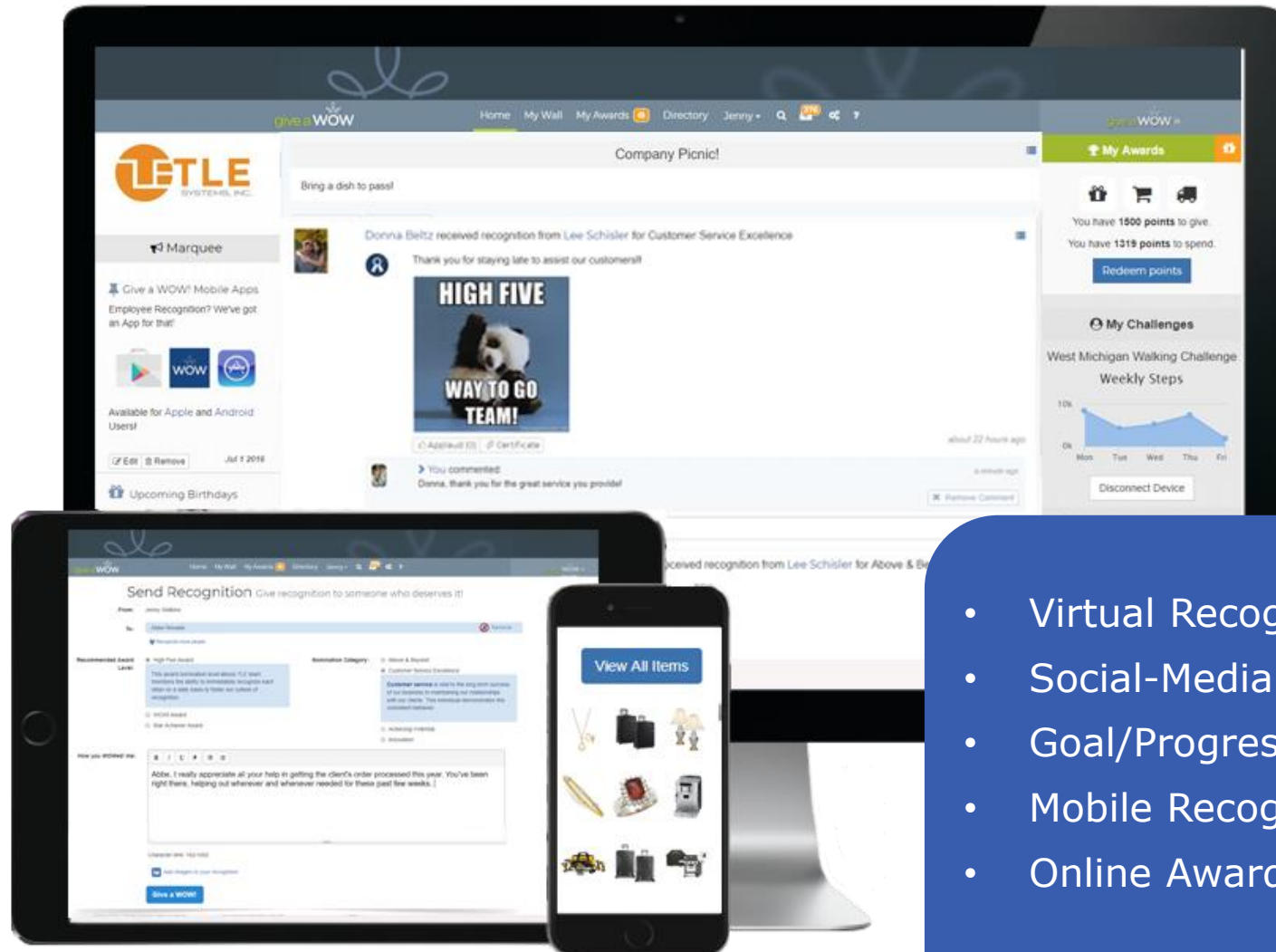
Consistency is paramount



Recognition for Remote Workers: **Principal 4** *in action*

**Develop a plan and build an
infrastructure**

Recognition Tech Today

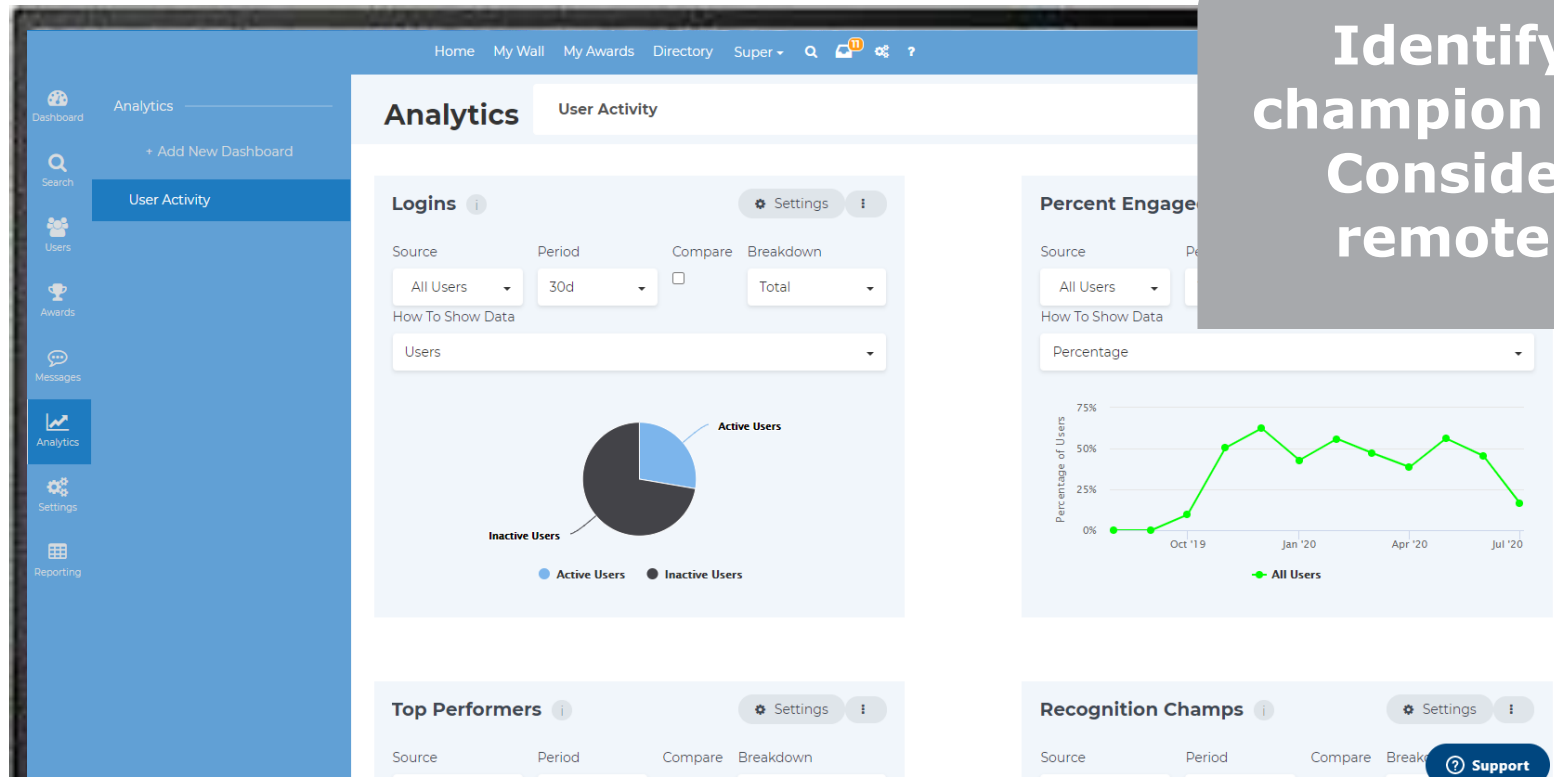


- Virtual Recognition Feed
- Social-Media Style Interaction
- Goal/Progress Tracking
- Mobile Recognition
- Online Award Redemption

“Set it and forget it” doesn’t work

Accountability | Track and Measure | Review and Respond

Identify a team to champion engagement.
Consider including remote worker(s)



4 Principles for Remote Recognition in Review

**Encourage Social
Connection**

**Celebrate
Achievements**

Reinforce the Vision

Build for Consistency



Recognition 101

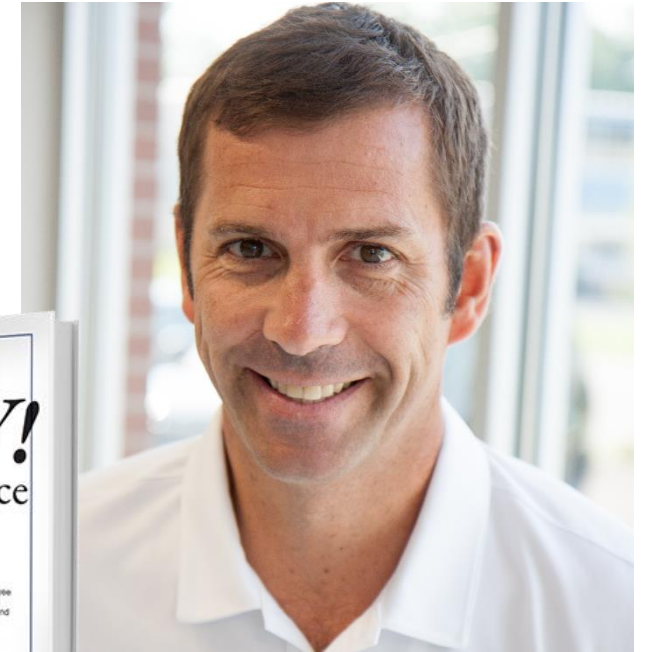
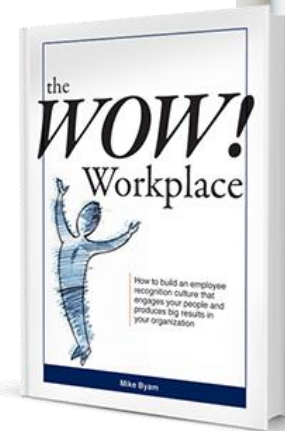
“ Treat employees like they make a difference and they will.

- Billionaire CEO J. Goodnight

”



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

A single hub houses all of your recognition initiatives and corporate awards from one easy-to-manage platform.

Get a free demo
www.terryberry.com/demo

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



HRCI ORG-PROGRAM:
546376



SHRM Activity ID:
21-53SG4

Free Webinars

Best Practices in Employee Recognition

Register Today!

www.terryberry.com/webinars



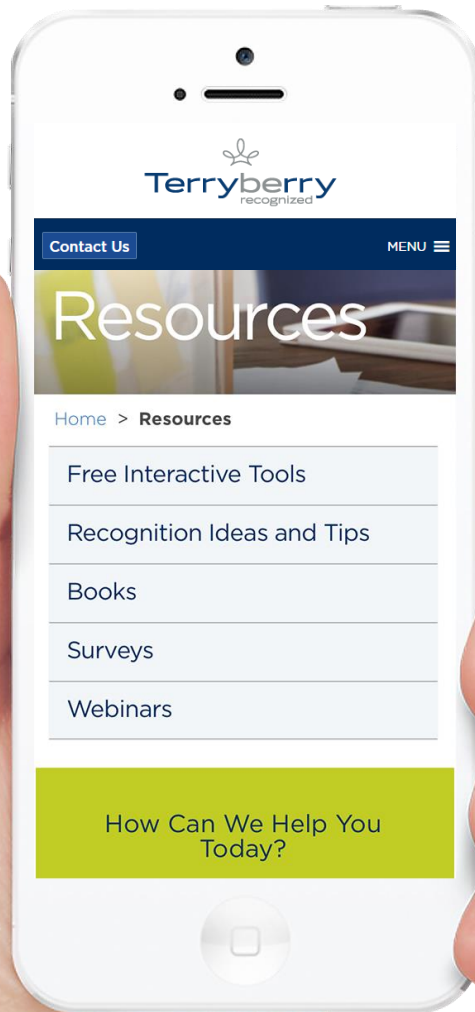
CPHR



*WorldatWork Society of
Certified Professionals®*



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



Free Employee Recognition **Ideas, Tips, and Tools**

www.terryberry.com/resources

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



HRCI ORG-PROGRAM:
546376



SHRM Activity ID:
21-53SG4