Employee Recognition 101
A Crash Course

Terryberry

Presenters

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Mike Byam
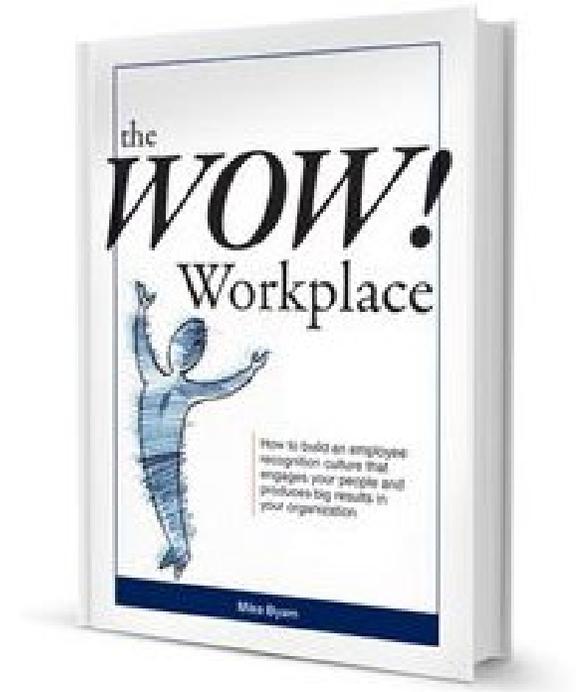Chairman of the Board
Terryberry
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Have a question?
Chat in and receive feedback immediately

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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!

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Which of the Following Types of Recognition are Actively Supported in Your Organization? (select all that apply)

a. Service Anniversary Awards

b. Peer-to-Peer Recognition

c. Performance Benchmarks (sales/safety/wellness, etc.)

d. Customer Feedback & Praise

e. Management-Driven Recognition

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Agenda

- **The Case for Recognition:**
  - The Benefits of Engaged Employees
  - Engagement, Recognition, and The Great Resignation
  - You Get Out What You Put In

- **Day to Day Recognition Strategies:**
  - Who, What, When, Where, and How?
  - Meaningful, Memorable, Motivating…

- **Formal Recognition Presentations:**
  - Making a Big Deal out of a Big Deal
  - Speaking Your Employees' Recognition Language

- **Designing a Program that Works for You:**
  - One Size Does Not Fit All
  - Reaching Employees Where They Work

- **Q&A**

The Case For Recognition

The Benefits of Engaged Employees

According to Gallup's most recent engagement survey

32%

of employees in US companies were **engaged** in their day to day work.

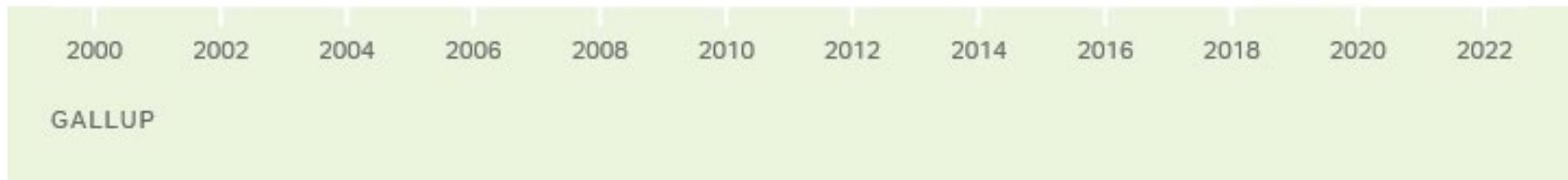Terryberry

The Benefits of Engaged Employees

68%

of employees were either not engaged, or actively disengaged.

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Historical Employee Engagement

U.S. Employee Engagement Trend, Annual Averages

— % Engaged — % Actively disengaged

Height of Pandemic

2000 2002 2004 2006 2008 2010 2012 2014 2016 2018 2020 2022

GALLUP

- Engagement - Lowest since 2015
- Actively Disengaged- highest since 2014
- Trending – Directionally wrong first time since 2010

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The Great Resignation

Top 5 Reasons Employees Left:

1. Toxic Culture
2. Job Insecurity and Reorganization
3. Innovation-Driven Burnout
4. Failure to Recognize Performance
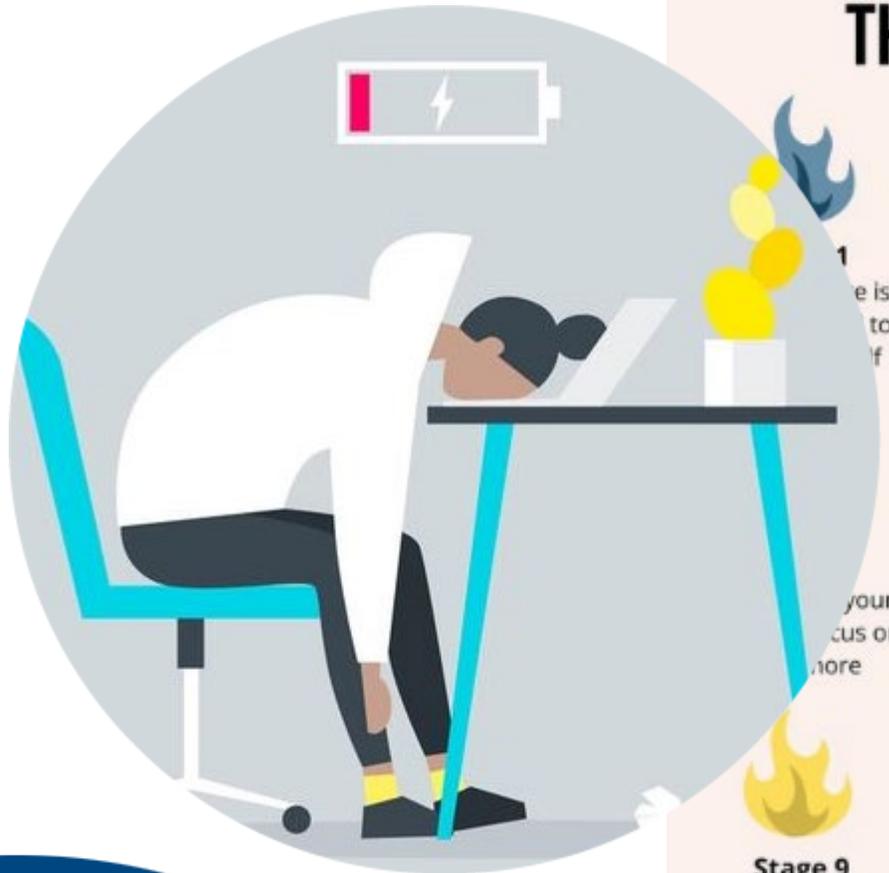5. Poor Response to Covid-19

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MIT Sloan Management Review, January 2022

Toxic Culture

"A toxic corporate culture is by far the strongest predictor of industry-adjusted attrition and is 10 times more important than compensation in predicting turnover."
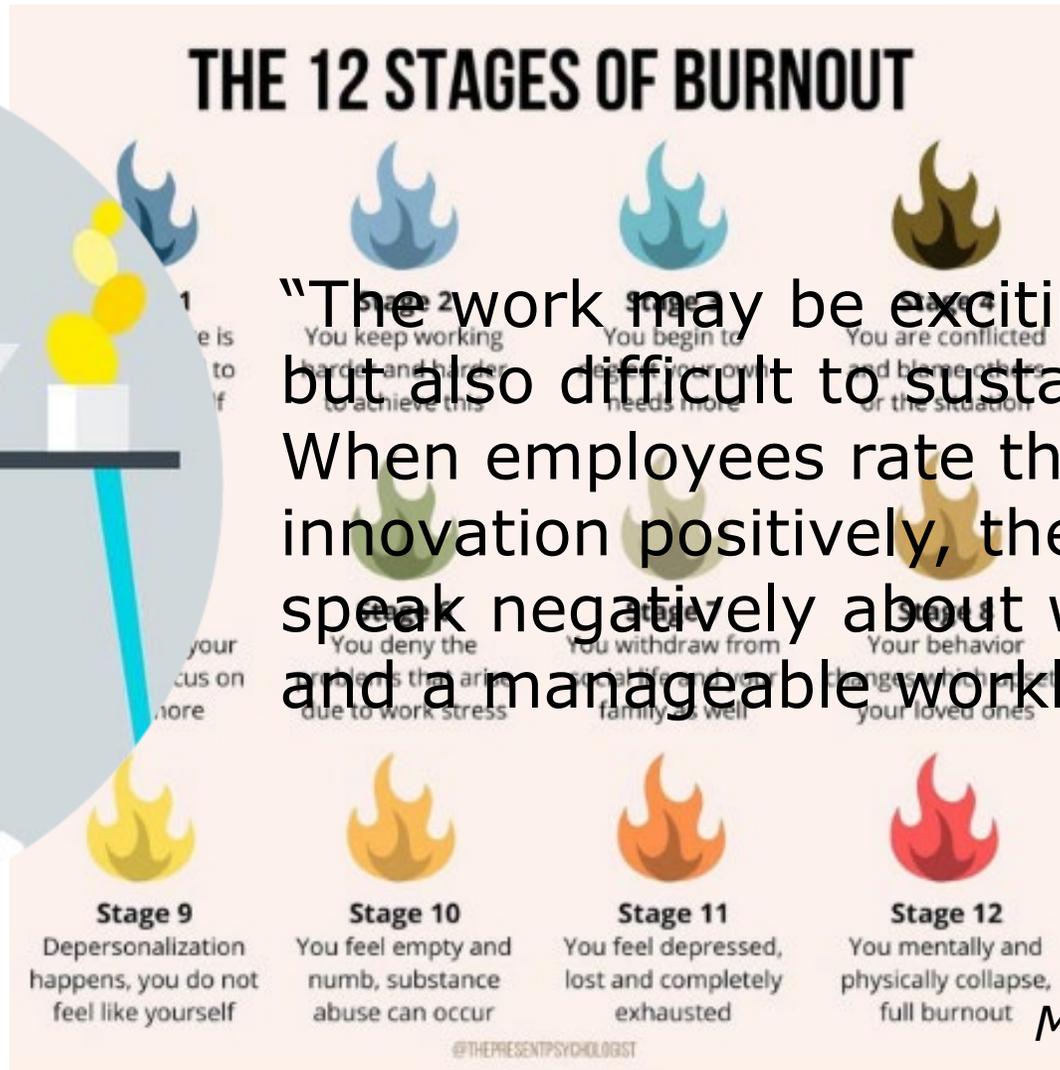

MIT Sloan Management Review, January 2022

Innovation-Driven Burnout

THE 12 STAGES OF BURNOUT

"The work may be exciting and satisfying but also difficult to sustain in the long term. When employees rate their company's innovation positively, they are more likely to speak negatively about work-life balance and a manageable workload."

Stage 9
Depersonalization happens, you do not feel like yourself

Stage 10
You feel empty and numb, substance abuse can occur

Stage 11
You feel depressed, lost and completely exhausted

Stage 12
You mentally and physically collapse, full burnout

@THEPRESENTPSYCHOLOGIST

MIT Sloan Management Review, January 2022

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Failure to Recognize Performance

"The issue is not compensation below market rates, but rather recognition — both informal and financial — that is not linked to effort and results.

High-performing employees are the most likely to resent **a lack of recognition** for their results, which means that companies may be losing some of their most productive workers during the Great Resignation."

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MIT Sloan Management Review, January 2022

Disengaged Employees...

NOW HIRING
APPLY INSIDE

48%

of America's working population is actively job searching or watching for opportunities.

Gallup 2021

40%

of employees plan to leave their current jobs in 3-6 months.

The Next Great Disruption... Microsoft 2021

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Great resignation?

- Following the pandemic has Recognition in your organization:
  - Increased
  - Stayed the same
  - Decreased

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Hierarchy of Needs

"A Theory in Human Motivation"
Abraham Maslow, 1943

Recognition drives Engagement

When employees believe they will be recognized, they are

2.7x

more likely to be highly engaged.

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Quantum Workplace 2020

You Get Out What You Put In

50% of workers surveyed said they would leave a company if they weren't regularly thanked and recognized for their efforts.

70% of workers said that motivation and morale would improve If managers and leaders simply said "thank you" more.

85% Of those surveyed think managers and leaders should make an effort to spot good work and give praise and thanks whenever it happens.

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Reward Gateway Employee Recognition Survey 2017

What is your biggest challenge in building a recognition culture at your organization?

a. Leadership Buy-In

b. Manager Participation

c. Communication to Employees

d. Shifting Work Arrangements

e. All the Above

Day to Day Recognition Strategies

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Win as a Team
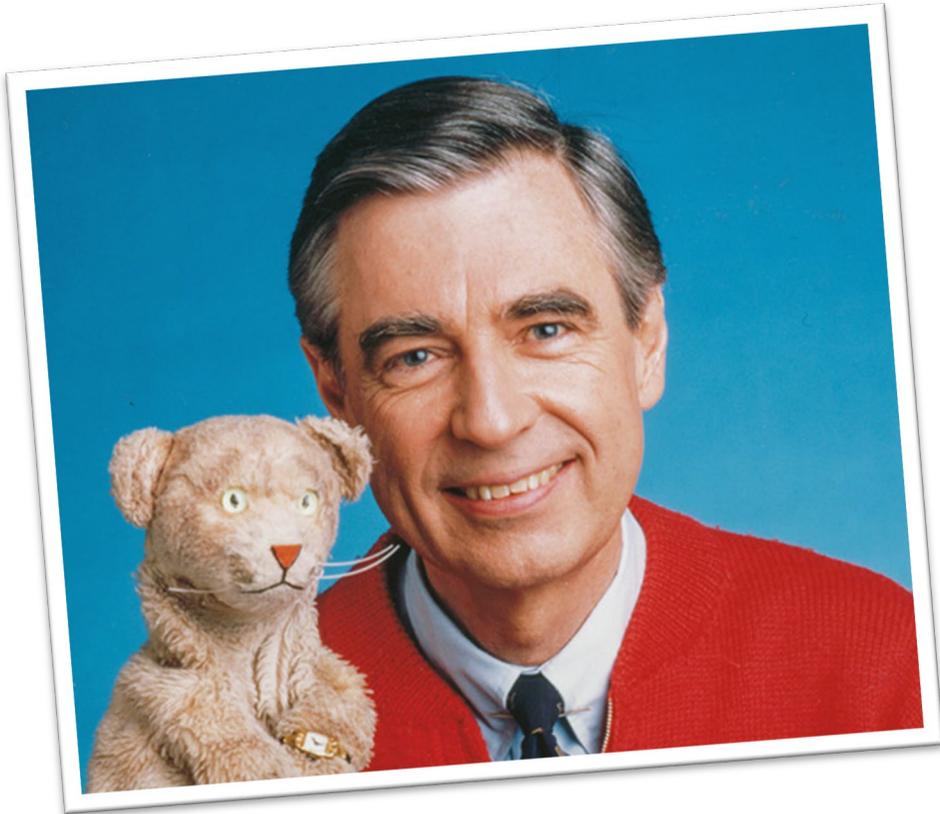
"Deep down, we know that what matters in this life is more than winning for ourselves. What really matters is helping others win, too. Even if it means slowing down and changing our course now and then."

-Fred Rogers

Commencement Address at Dartmouth College, 2002

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Who gave you your most memorable recognition moment?

    a. Executive

    b. Direct Manager

    c. Peer or Coworker

    d. Customer/ Outside Individual

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What Do I Recognize?

Atti
Beh
Con ons

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When Do I Recognize?

85%

Of those surveyed think managers and leaders should make an effort to spot good work and give praise and thanks whenever it happens.

Stage 1
You feel there is a strong need to prove yourself

Stage 2
You keep working harder and harder to achieve this

Stage 3
You begin to neglect your own needs more

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Where Do I Recognize?
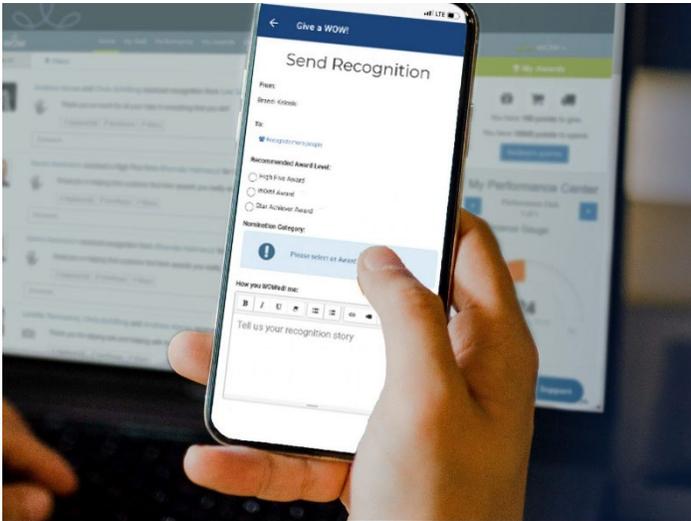
One on One

Online

Public

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The Three 'M's

Meaningful
Memorable
Motivating

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Meaningful

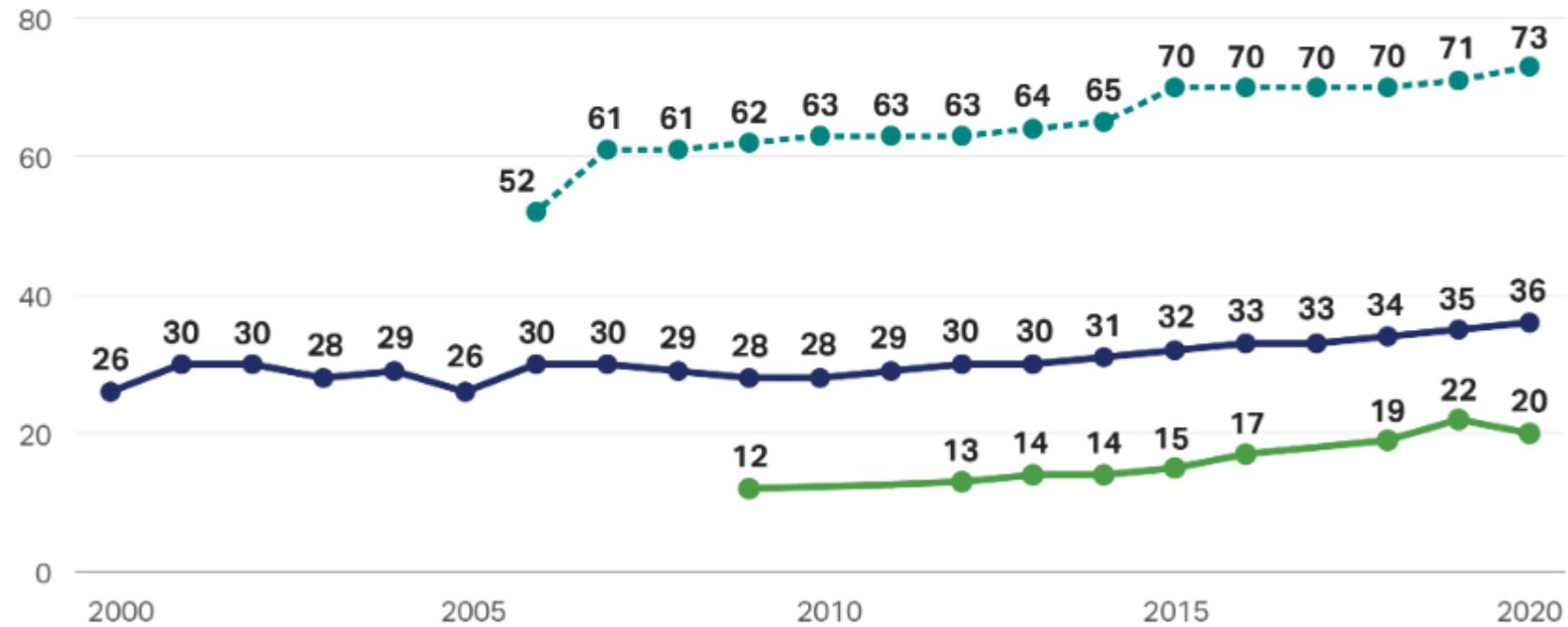Timely

Specific
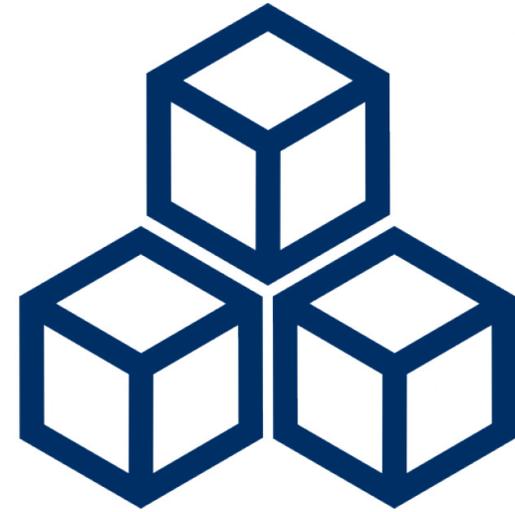
Values Driven

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Memorable

Formal Recognition Strategies

It's A Big Deal

Employee Engagement Trends

% Engaged

Global — U.S. — Best-Practice Organizations

What Do You Value?

Work Pr **ople**

Top 10 Most Common Company Values

10.	Leadership
9.	Diversity
8.	Accountability
7.	Celebrate Success
6.	Innovation
5.	Passion
4.	Integrity
3.	Respect
2.	Customer Focus
1.	Teamwork/Collaboration

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Speaking The Same Language

"Co... n
is b...

"The... n
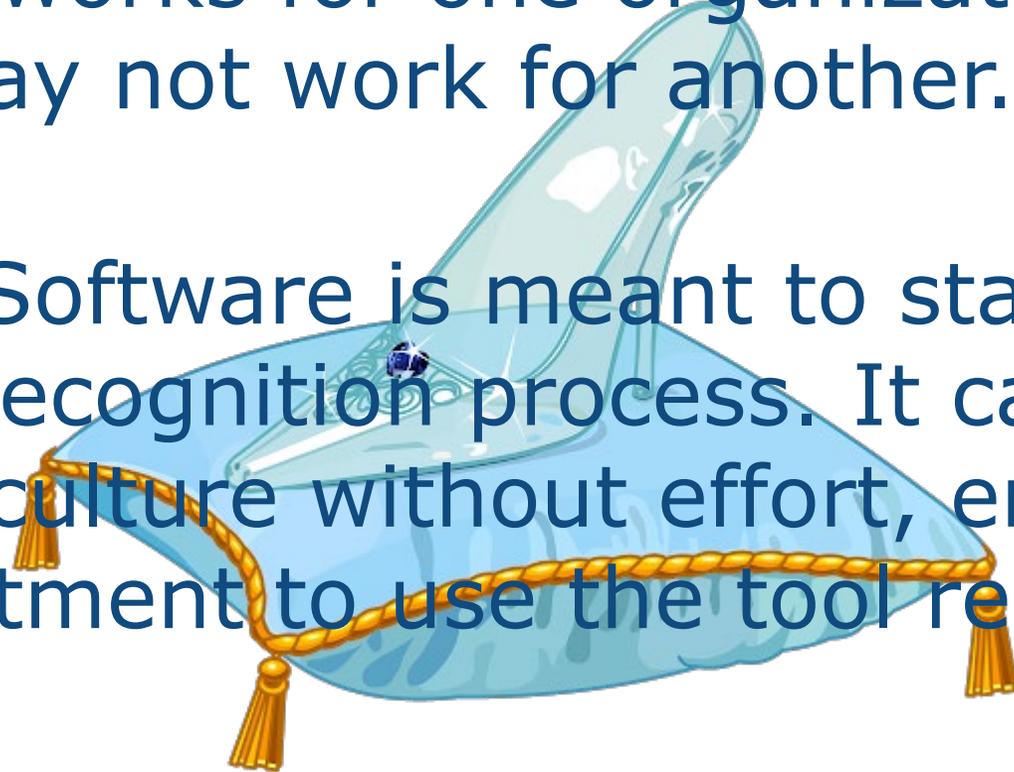
com...
has...

-George Bernard Shaw

Designing a Program that Works for You

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The Right Fit

What works for one organization,
may not work for another.

Recognition Software is meant to standardize and simplify the recognition process. It cannot and will not fix bad culture without effort, energy, and a commitment to use the tool regularly.

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Story vs Objective

A Tool for ALL Employees

Recognition Programs that Work Together

Plug & Play as Needed

Create a Culture of Recognition

True Performance Visibility

Milestone & Service Awards

1 YEAR · 5 YEARS · 3 YEARS

Performance & Incentive Rewards

360 RECOGNITION

Social Recognition

Feedback & Communication

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Questions

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Milestone & Service Awards

Performance & Incentive Rewards

360 RECOGNITION

Social Recognition

Feedback & Communication

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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

Free Employee Recognition
Ideas, Tips, and Tools

www.terryberry.com/resources