EMPLOYEE ENGAGEMENT

Leveraging Recognition as an Engagement Strategy

online-rewards.com
onlinerewards.co.uk

PRESENTED BY

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ACKNOWLEDGEMENT

We wish to acknowledge the excellent work and contributions of some of the thought leaders whose materials have been referenced in this educational seminar.

As my mother often said….. *“knowledge is never a heavy burden to carry”…* and I thank all those who help promote and encourage the sharing of information, knowledge and ideas.

INTRODUCTION

MICHAEL LEVY

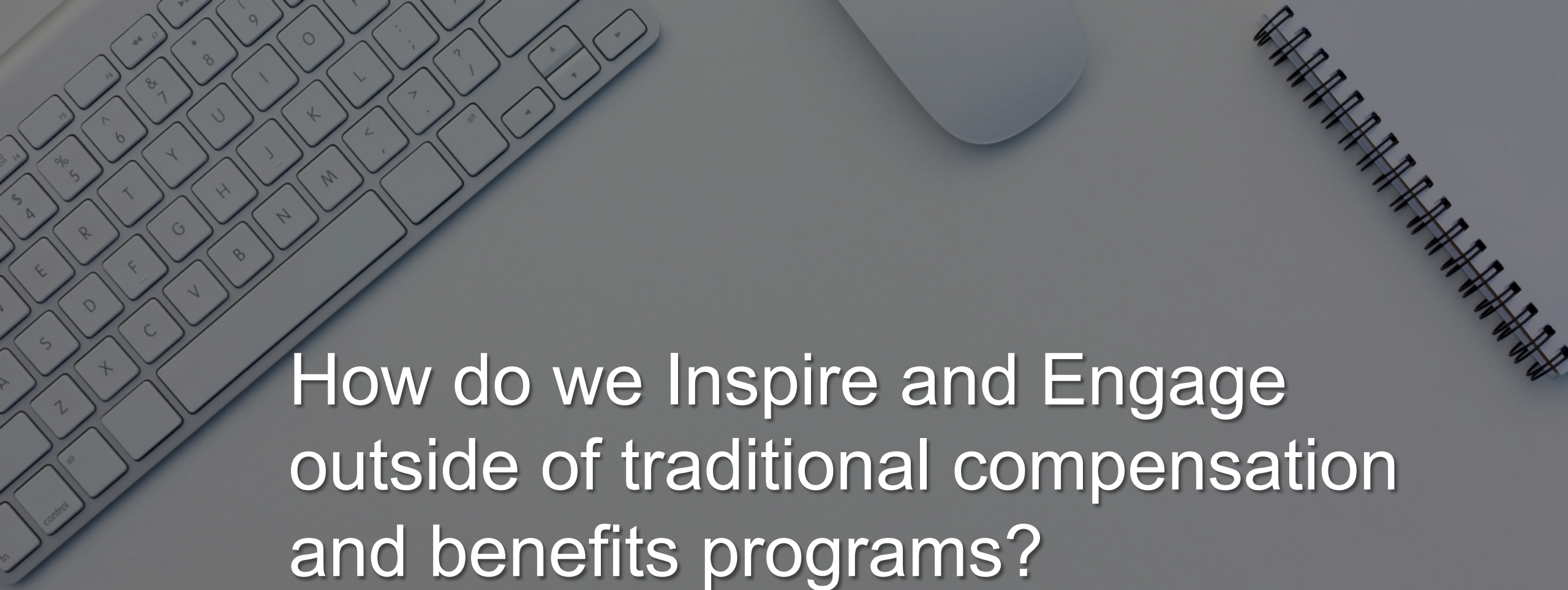
CEO OF ONLINE REWARDS

MICHAEL.LEVY@ONLINE-REWARDS.COM

Founded 2002 – Over 450 Client Programs in Operation

Ranked Among Fastest Growing Company for 10 Consecutive Years.

Featured on CNBC, ISHN, HVACR, CRMBuyer, HREOnline, OH&S, HR Management.



How do we Inspire and Engage outside of traditional compensation and benefits programs?

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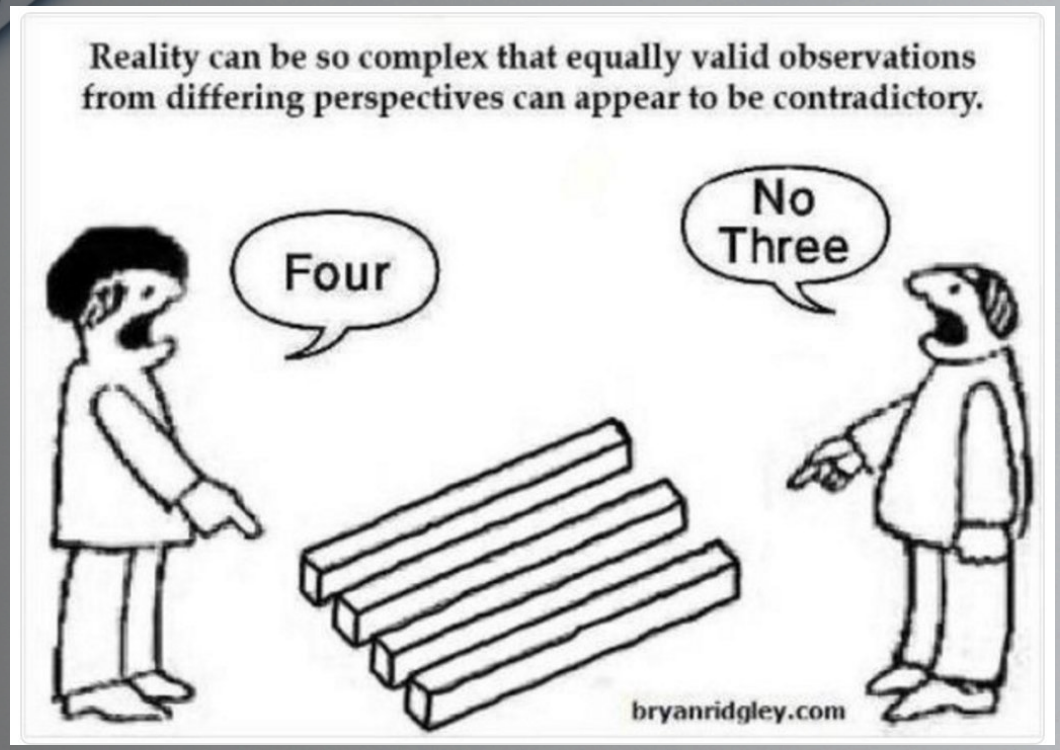
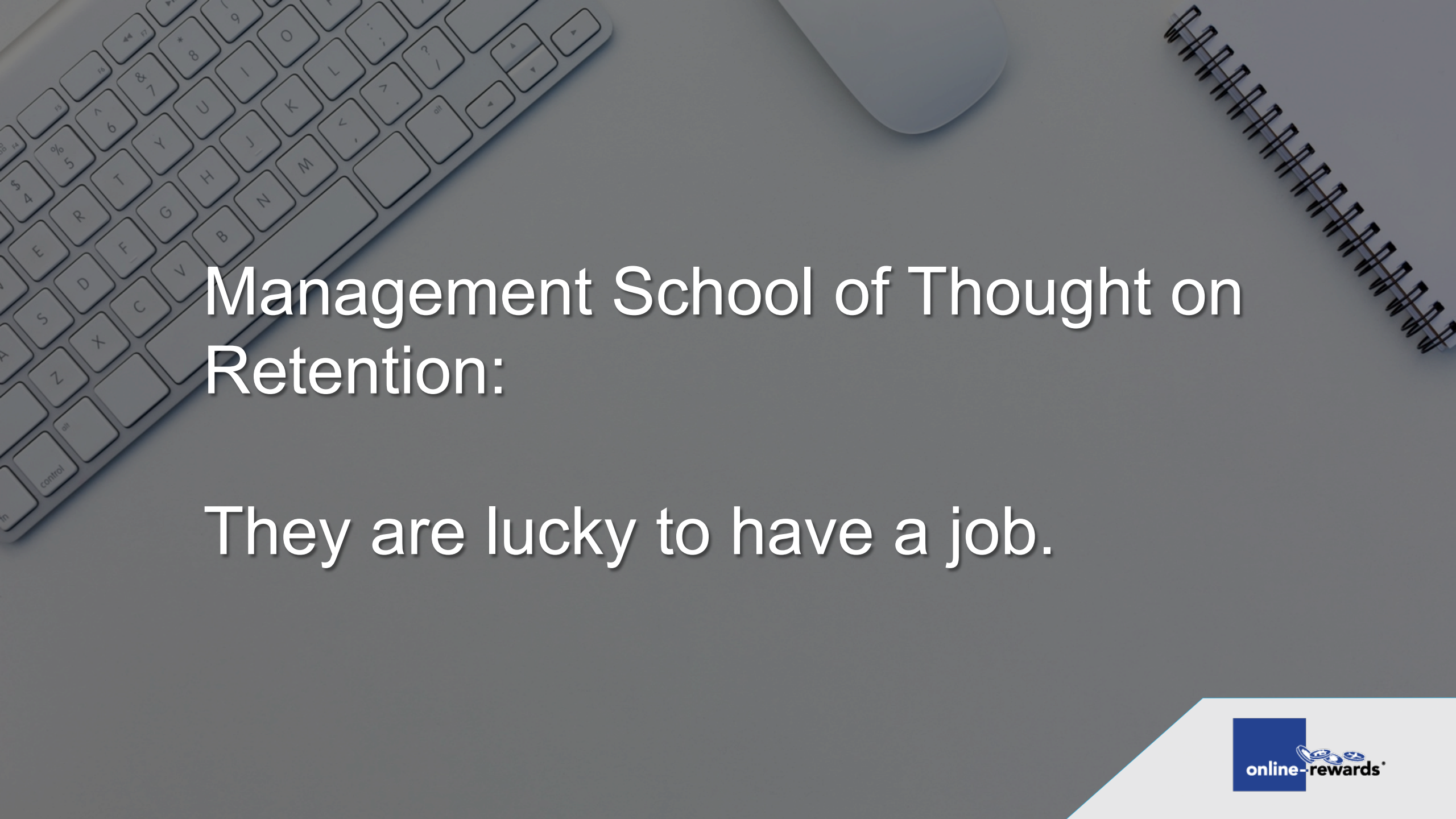

Reality can be so complex that equally valid observations from differing perspectives can appear to be contradictory.
Four
No Three
bryanridgley.com



Management School of Thought on Retention:

They are lucky to have a job.

" I'VE LEARNED THAT PEOPLE WILL FORGET WHAT YOU SAID, PEOPLE WILL FORGET WHAT YOU DID, BUT PEOPLE WILL NEVER FORGET HOW YOU MADE THEM FEEL. "

-Maya Angelou

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4 KEY EMOTIONS THAT LEAD TO ENGAGEMENT

The basic emotion that leads an employee to be engaged is feeling valued, which is the sum of other feelings that are necessary to generate engagement.

ENTHUSIASM
employees are enthusiastic about work

INSPIRED
employees are motivated by their leaders

EMPOWERED
employees are allowed to do the work their way

CONFIDENT
employees are sure they can achieve excellence

95% OF EMPLOYEES THAT FEEL AT LEAST
3 OF THE KEY POSITIVE EMOTIONS ARE ENGAGED

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“Recognition is proven as among the best method of improving work motivation and employee engagement.”

1 minute spent on recognising behaviour = 100 minutes of initiative in return.

Yet 2 out of 3 people receive no workplace recognition in a given year.

VALUE OF A CULTURE OF RECOGNITION

- 5 times more likely to feel valued
- 7 times more likely to stay with the company
- 7 times more likely to strongly endorse their company as a great place to work
- 11 times more likely to feel completely committed to their jobs

Nelson Motivation – Study on Impact of Recognition

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1. Money is not the only motivator
2. The frame of reference is forever changed – Economic, Social and Technological influences
3. We are highly influenced by our self esteem and recognition directly impacts self esteem.
4. Companies need to treat recognition as a strategic and tactical priority for driving business outcomes because it is the most cost effective way to drive individual and organisational performance improvement

YOU GET WHAT YOU REWARD....

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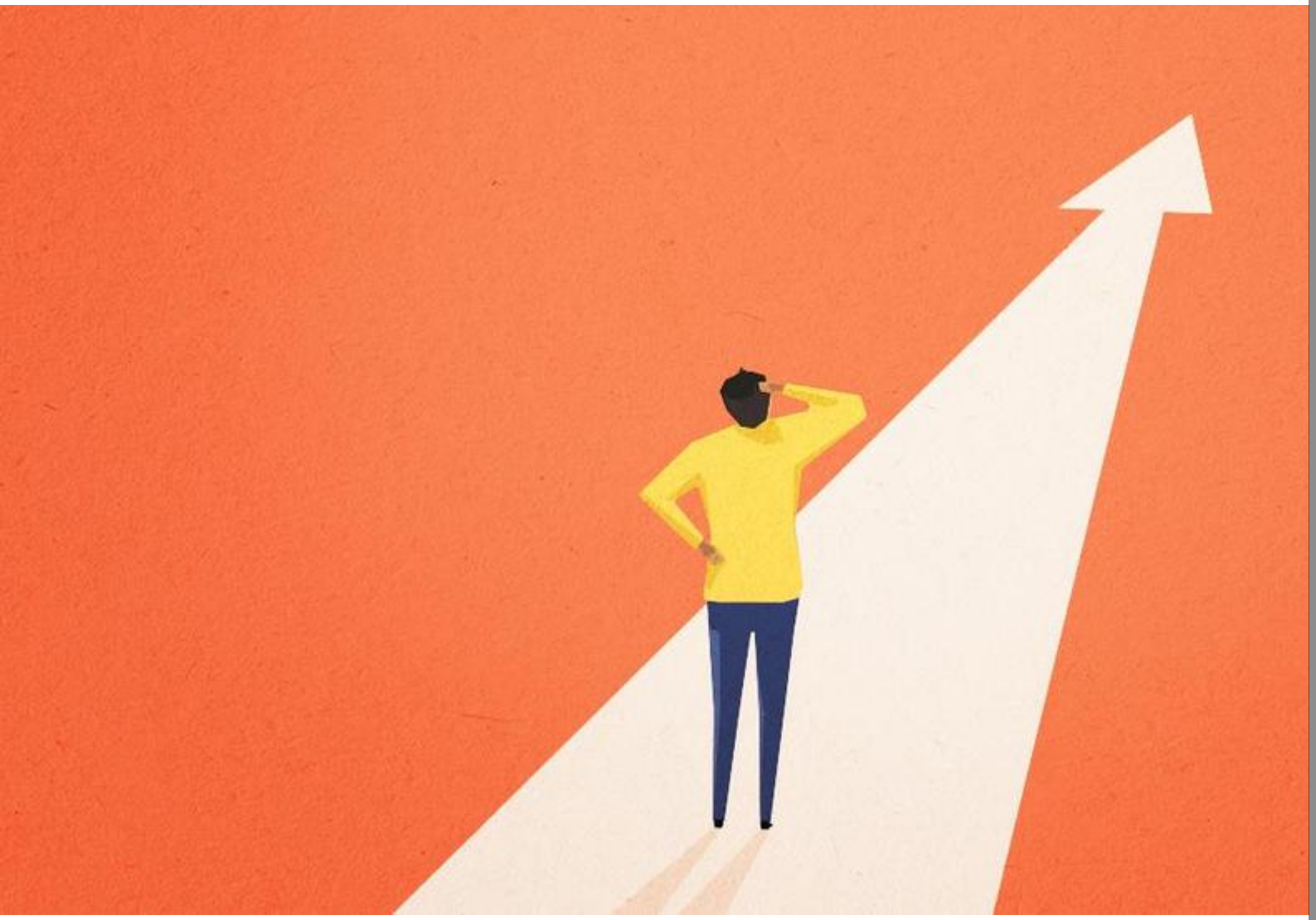
PICARD APPROACH

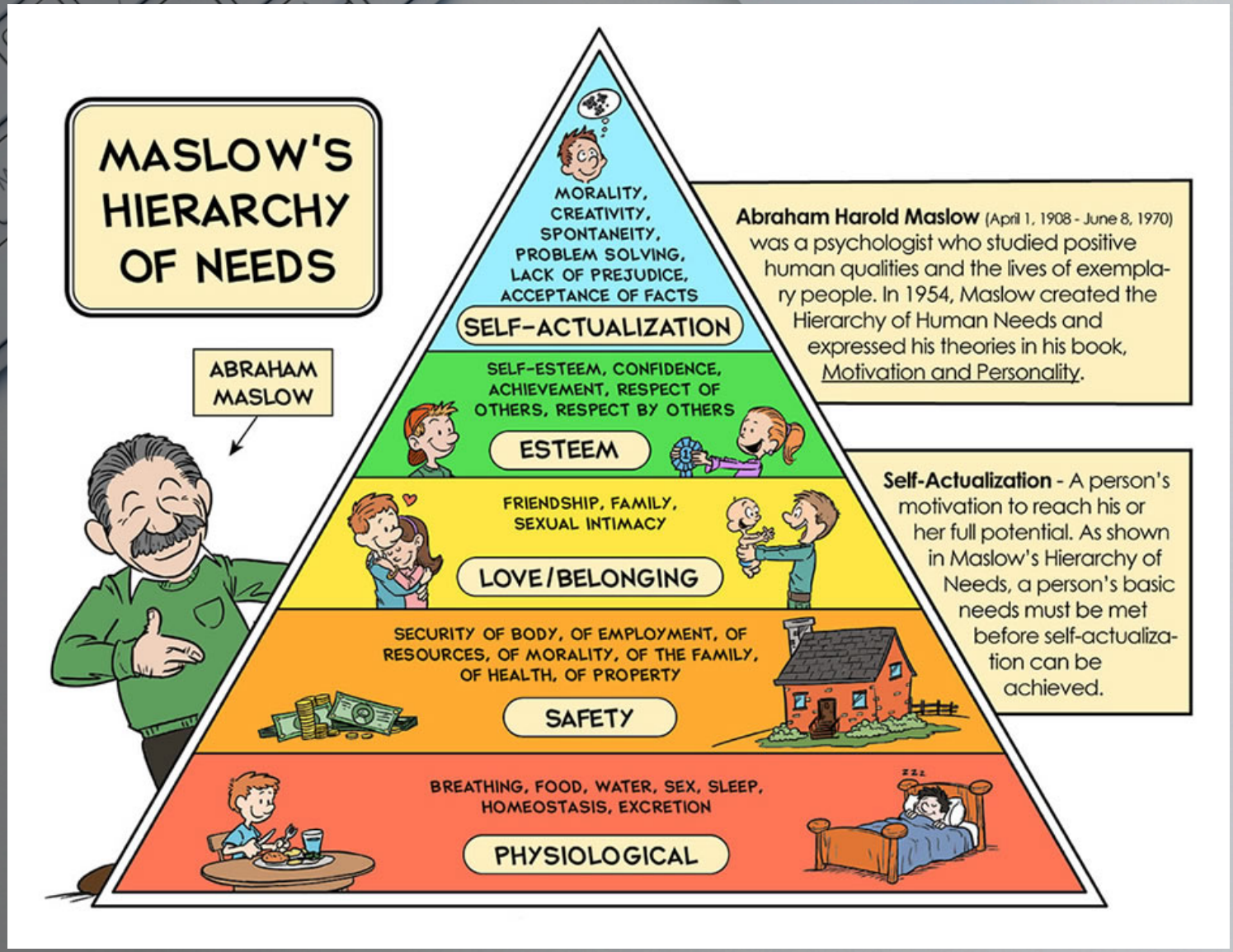
BRANSON METHOD

Screw it let's do it

– Richard Branson



02 ENGAGEMENT / MOTIVATION THEORY


MASLOW'S HIERARCHY OF NEEDS
ABRAHAM MASLOW
MORALITY, CREATIVITY, SPONTANEITY, PROBLEM SOLVING, LACK OF PREJUDICE, ACCEPTANCE OF FACTS
SELF-ACTUALIZATION
SELF-ESTEEM, CONFIDENCE, ACHIEVEMENT, RESPECT OF OTHERS, RESPECT BY OTHERS
ESTEEM
FRIENDSHIP, FAMILY, SEXUAL INTIMACY
LOVE/BELONGING
SECURITY OF BODY, OF EMPLOYMENT, OF RESOURCES, OF MORALITY, OF THE FAMILY, OF HEALTH, OF PROPERTY
SAFETY
BREATHING, FOOD, WATER, SEX, SLEEP, HOMEOSTASIS, EXCRETION
PHYSIOLOGICAL
Abraham Harold Maslow (April 1, 1908 - June 8, 1970) was a psychologist who studied positive human qualities and the lives of exemplary people. In 1954, Maslow created the Hierarchy of Human Needs and expressed his theories in his book, Motivation and Personality.
Self-Actualization - A person's motivation to reach his or her full potential. As shown in Maslow's Hierarchy of Needs, a person's basic needs must be met before self-actualization can be achieved.

04 WHAT HAVE WE BEEN DOING

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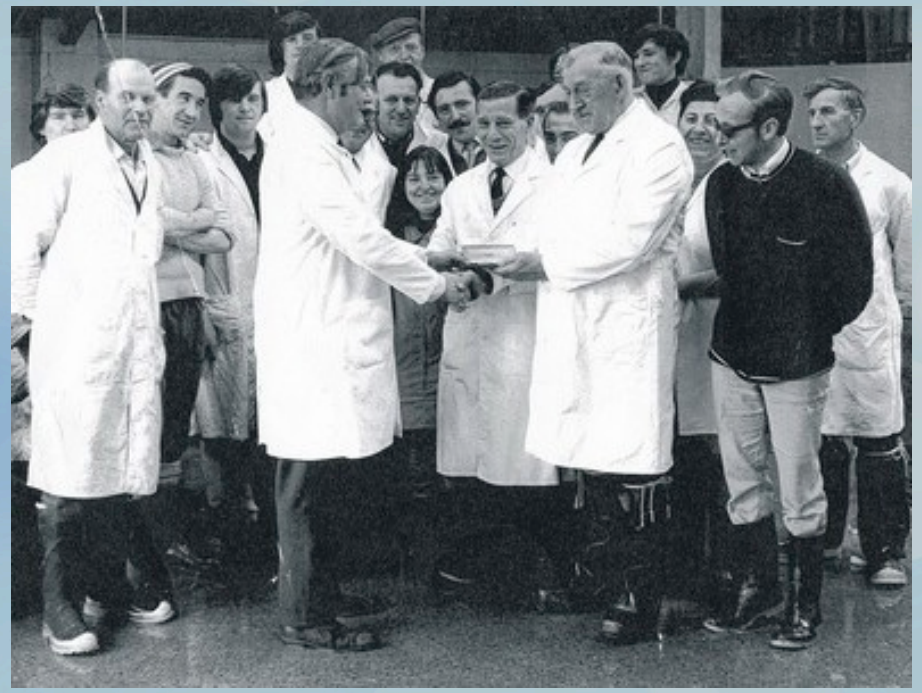
EARLY RECOGNITION

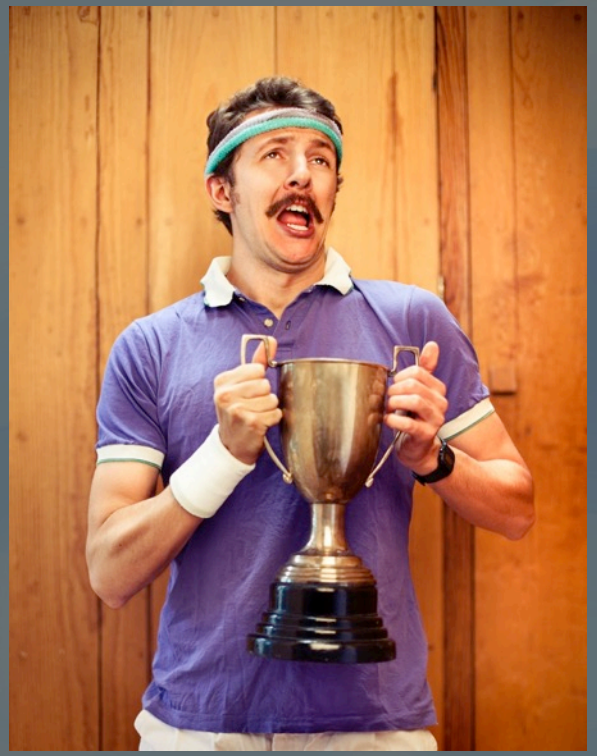


The Gold Watch

The Crystal Ornament

CREDIBILITY

The Plaque



The Award Presentation

award catalogues for tenure
safety incentives
departmental incentives
employee of the month
walking program
ENGAGEMENT
award dinner
bi-annual awards
holiday parties
wellness programs
manager on the spot awards
service awards
sales incentives

KILLING ME WITH LOVE

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Easy Recognition

Gamification

Employee Milestones

Reward Catalogues

Personalised Messaging

Recognition Details

Social Stream – Feeding into Talent Development Tools

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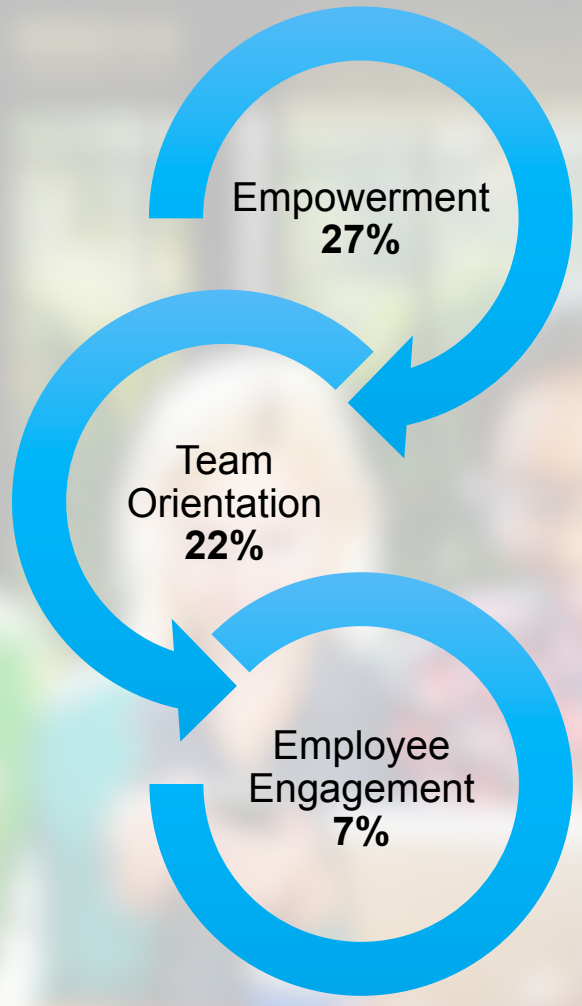
CASE STUDY

EMPLOYEES WERE ASKED TO IDENTIFY THEIR FAVORITE BENEFIT FROM A LIST OF 22. EMPLOYEES IDENTIFIED THE COMPANY RECOGNITION PROGRAM AS:

- **2nd best benefit** (behind flexible work schedule)
- **80%** of those who selected the recognition program are **top performers**

INCREASES IN THE FIRST YEAR:



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macy's

Everyday Magic

Celebrate this Week

Happy Birthday Sat
Glenn Schneider

Welcome

Vanilla

Thank you for making Magic at Macy's!

Latest Macy's Stories

Pema Chenzey

Leadership
As told by *Amanda Pedersen*

pema is my right hand person. she's great as a team leader to the support team. attention to detail is 1 of her many things that she's great at. between sale set/down, placement, markdowns and recovering; she's always "looking at the positive side of things". pema is always communicating with selling associates, management team and customers. THANK YOU PEMA - mandy

YShare Like this story

View My Business Unit Stories

magic makers
tell a story

Most Valuable Coach

Bloom where you're planted

100 Ways To Make Magic

30

30. Bloom Where You're Planted

When in a job that's not your dream, make it your mission to be the best at the task at hand and you'll be moving up before you know it.

< >

nrg mynrgRewards

strive | shop | play | explore | redeem | 0 | AHMED 85 pts

AHMED ABBASI

profile home | edit profile | news feed | notifications (30) | 85 points | 0 tokens | 3 orders | password

About AHMED

GROUPS: JEFFREY WILKINSON'S GROUP

MANAGER: MAX ROHRER

AHMED's STRIVE Recognition

7 High Fives with STRIVE core values

- 0
- 4
- 0
- 0
- 2
- 1
- 0

7 High Fives

High Fived others 0 times

My High Fives

to Me | from Me

The residential team is currently in the process of wrapping up testing of the prelaunch module or RAMP. Thru their tireless efforts and dedication to the project they have been able to catch various issues and worked with IT to get them quickly resolved. Thanks for all your hard work.

5 days ago

at PAVILIONS

MAX ROHRER ▸ Dustin Eastwood

CARLETON LOPES, AHMED ABBASI

KEERTHI GOVINDU

like this

JEFFREY WILKINSON

leave a comment...

Ali has really stepped up and taken on the lead role in DBME RAMP testing. He has put in extra effort and long hours to ensure the testing stays on track, while at the same time completing all of his scheduled campaign work. Thank you very much Ali for your hard work and dedication.

about one month ago

at PAVILIONS

GREAT PLAY! BYRON 529 POINTS SHOP Search Catalog HELP 2 ITEMS

AWARDS HIGHLIGHT REEL SERVICE ANNIVERSARIES RESOURCES

HIGHLIGHT REEL nnifer Sutton EX ★ Kristen Kimball FN ★ Antonio Jacobs EX ★ Antonio Jacobs FN ★ Jeremy Monge CA ★ Alexander Powell CO

SEND A GREAT PLAY!

GIVE AN AWARD

TRAINING GUIDES

Learn the three different types of Great Plays!, how to access the Great Play! Site, & much more!

LEARN MORE

YOUR STATS

529	2	0
POINTS	AWARDS EARNED	AWARDS GIVEN

SHOP

B-DUBS ® MERCH

GIFT CARDS

American Red Cross

SUPPORT FLOOD VICTIMS

SERVICE ANNIVERSARIES

AWARDS

RESOURCES

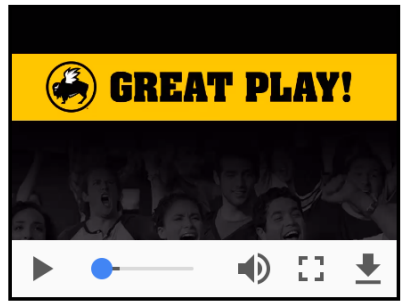
REDEEM AN ON THE SPOT CARD

GREAT PLAY! ON THE SPOT

Receive an On The Spot card? Enter the code displayed on the back of your card to redeem points!

Enter code ›

GREAT PLAY! ORIENTATION & E-LEARNING MODULE



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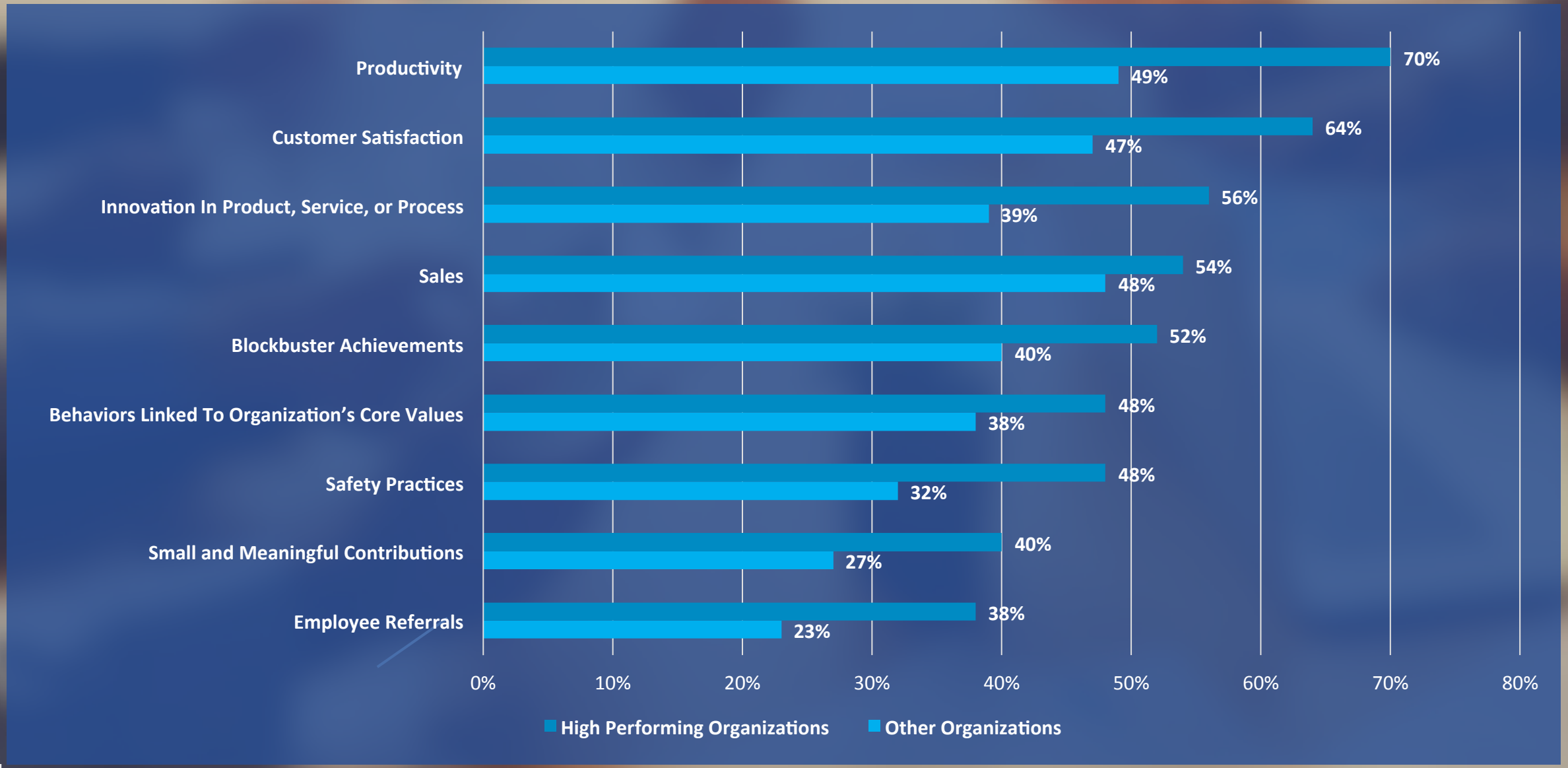
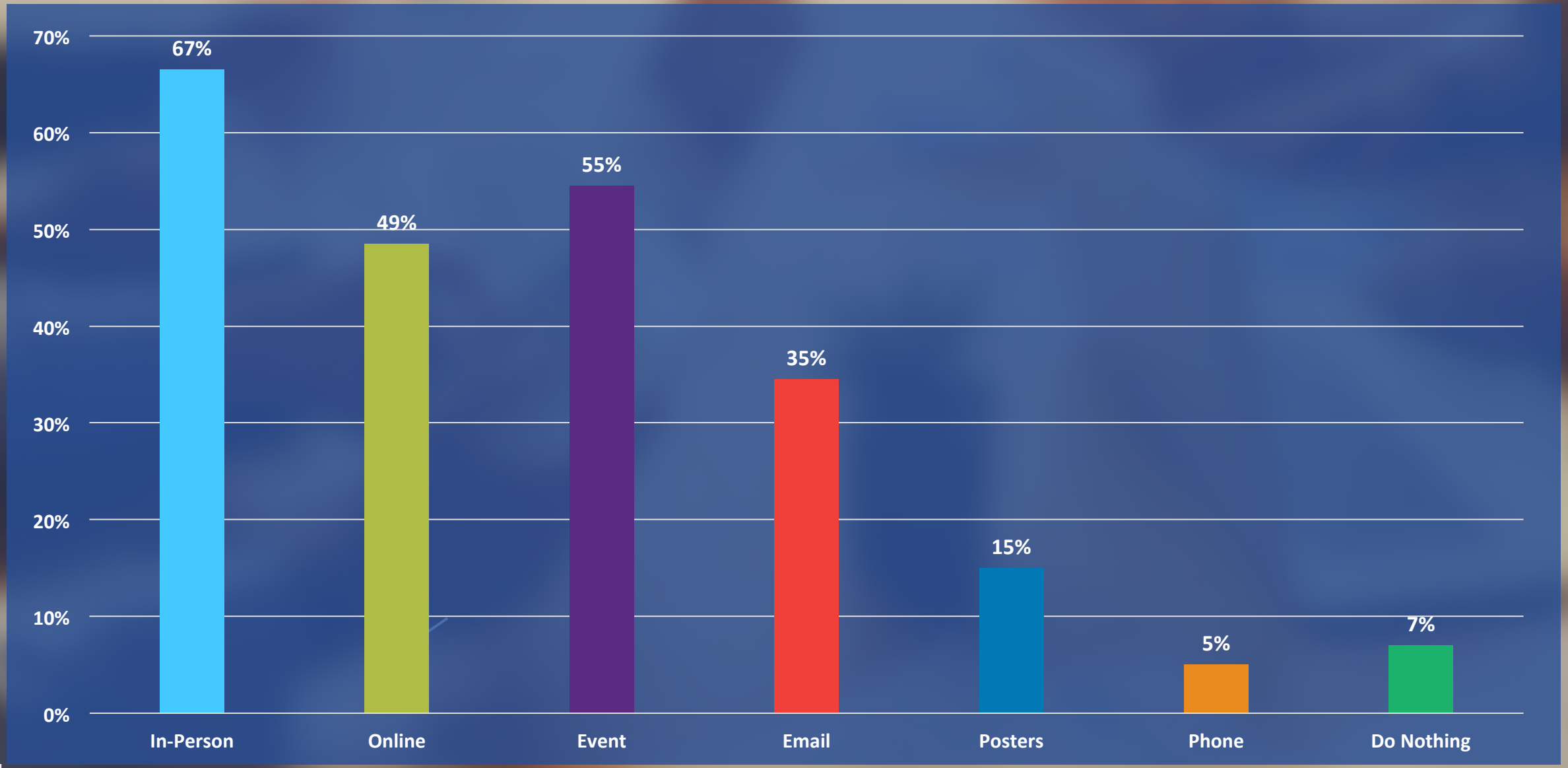
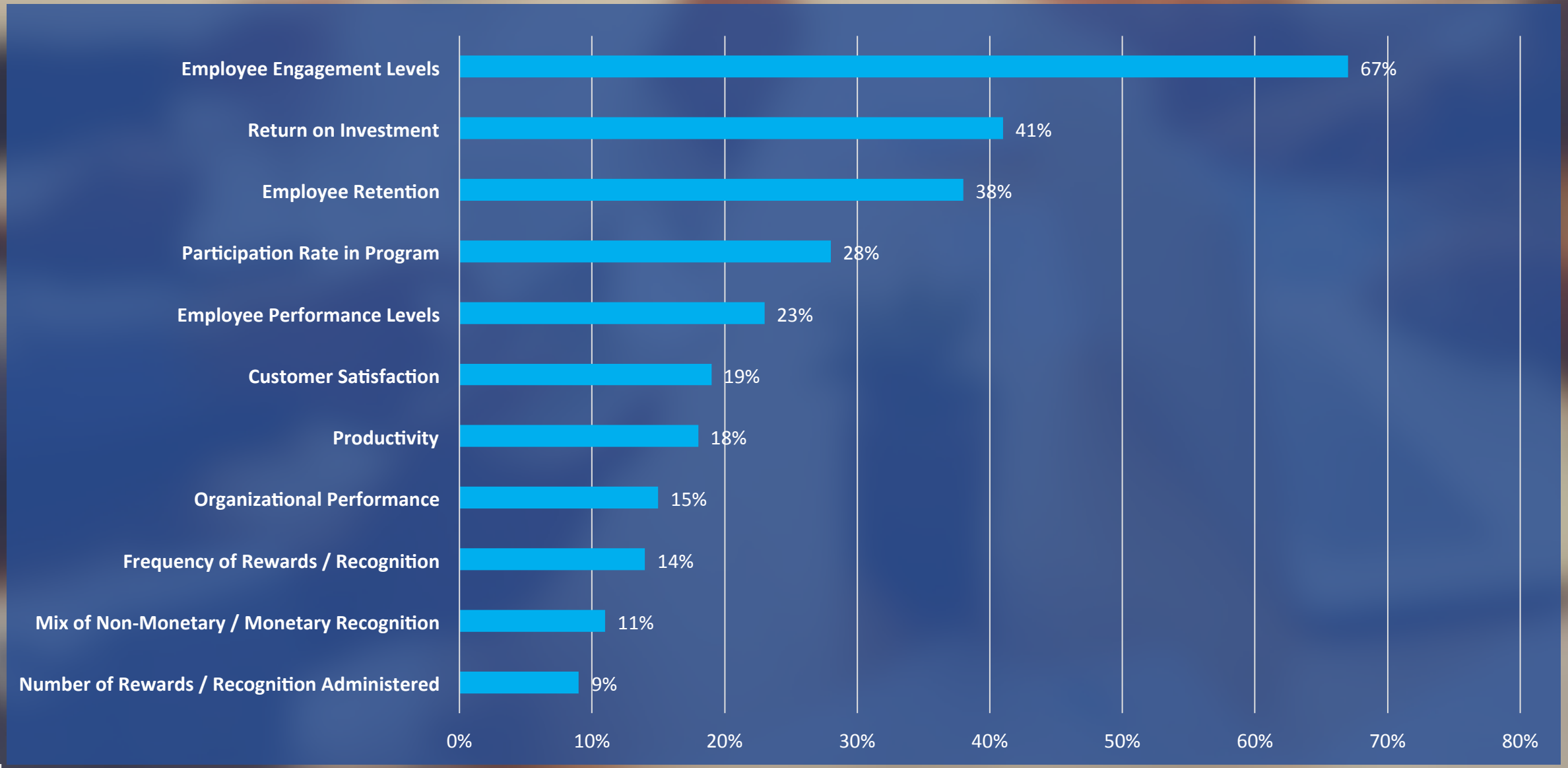
Types of Behaviour Recognised/Rewarded Consistently



Administration of Rewards and Recognition



Effectiveness of Rewards / Recognition Technology



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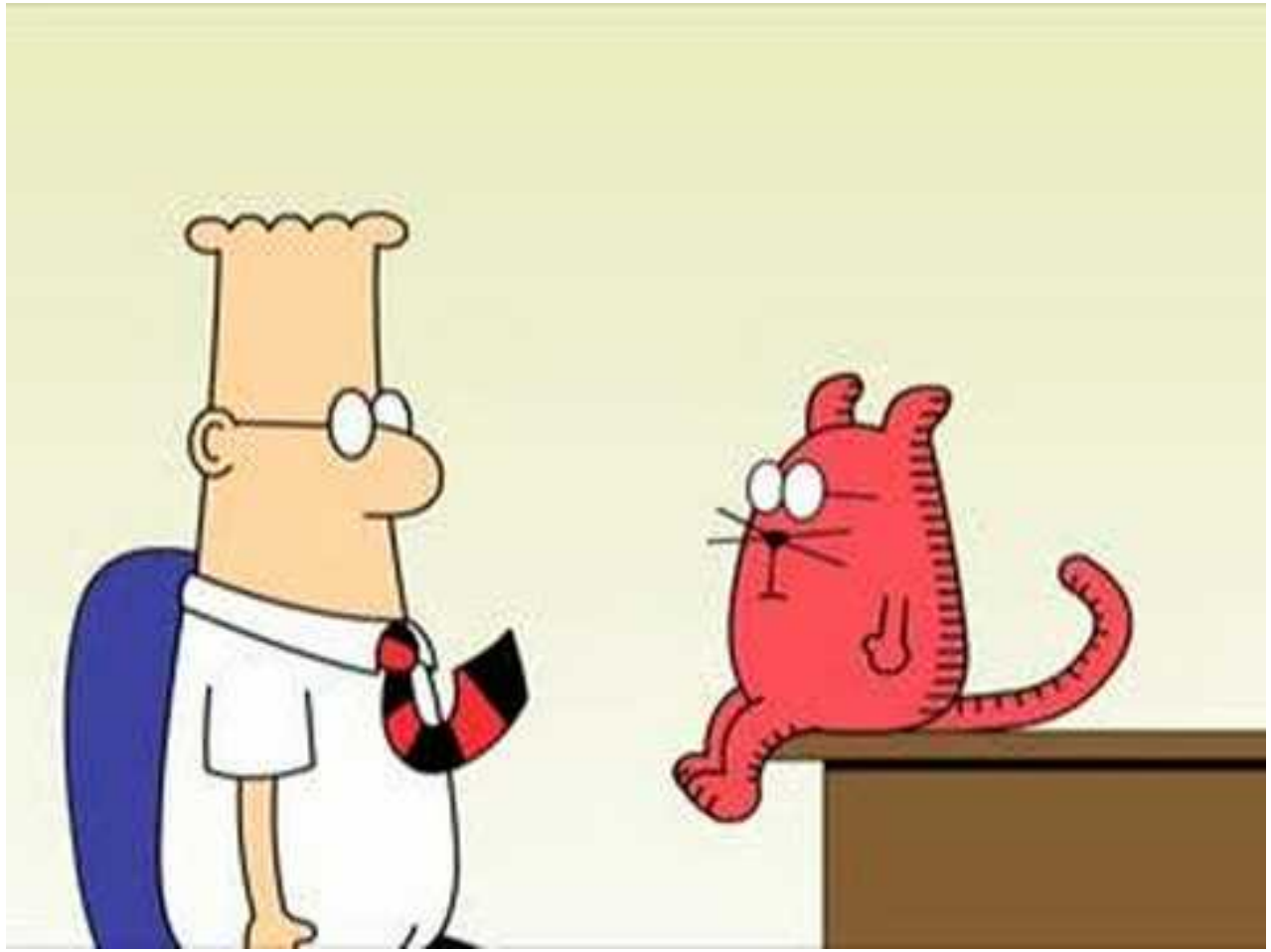

04 WHAT SHOULD WE DO?

STEP 1# - PROGRAM AUDIT

- What is in place (experiences / costs)
- Credibility / authenticity of existing programs
- Administration / overhead / program costs
- Results and impact

-

STEP 2# - UNDERSTAND YOUR AUDIENCE...

STEP 3# - TAKE OWNERSHIP
HR
experience
career
resume
interview
management
time
planning
vitae
letter
skills
job
employment
work
development
research
contact
education
job
become
average
available
goals
suggest
prepare
based
type
curriculum
company
best
recruitment
process
business
position
guide
long
focus
know
vision
tips
relevant
plan
different
changing
direct
goal
seeker
action
skill
spend
career
knowledge
increasing
field
objectives
subject
develop
better
interview
management
using
writing
find
document
effective
control
application
success
hire
help
talk
vitae
learning
email
follow
others
seeking
variety
life
occupation
seekers
candidates
offer
positive
personal
economy
help
suit
HR
seek
employer
internet
choice
development
potential
sources
identify
position
work
references
staff
hiring
goals
field
seek
strategy
personal
step
cover
skills
hunt
time
person
internet
planning
search
negotiation
networking
system
introduction
contact
research
summary
volunteer
find
keep
applications
activities
teaching
phase
recruiting
online
researching
important
employers
common
search
employers
long
list
cover
reach
individual
opportunity
learning
technology
communication
applying
professionals
active
working

STEP 4# - BUILD THE BUSINESS CASE

STEP 5# - BUILD A VISION FOR THE FUTURE

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4. Companies need to treat recognition as a strategic and tactical priority for driving business outcomes because it is the most cost effective way to drive individual and organisational performance improvement

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Wow. Thanks.

I'LL THINK OF YOU EVERY TIME I USE IT.

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THANK YOU

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