



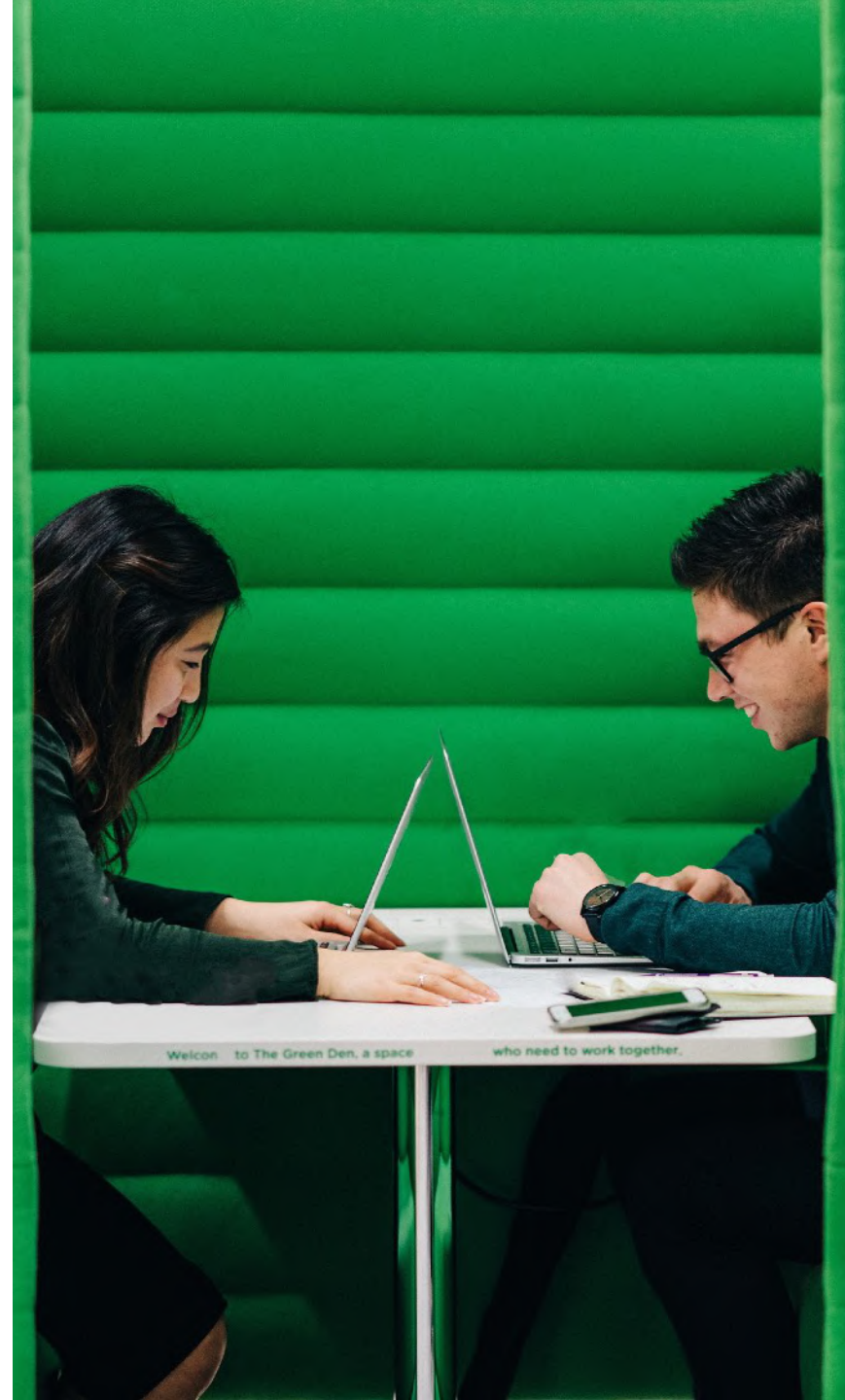
Connecting and Engaging the Modern Workforce with Recognition

Alex Powell

US Director of Client Culture and Engagement

Agenda

- 1 Our Modern Workforce
- 2 Recognition: Why...
- 3 ...What, When, Where, and How
- 4 Getting Leaders Involved



The background is a solid purple color. In the upper right quadrant, there are several abstract, overlapping shapes in a lighter shade of purple. These shapes include elongated, rounded rectangles and circles, all oriented diagonally from the top-left towards the bottom-right.

Our Modern Workforce



**How long
we stay is
shrinking**



49%

**Of millennials plan to
leave their current jobs
within two years**

2019 Deloitte Global Millennial Survey



**Where we
work is
shifting**



70%

**Of global workforce
works remotely at least
once a week**

International Workplace Group

Generational Shifts



Boomers (55-73)

Career defined by employer



Gen Xers (39-54)

Loyal to profession, not employer



Millennials (23-38)

Don't work for, work with



Engaging Our Modern Workforce



What do you
CRAVE
at work?



Overwhelming evidence about what motivates humans at work

-
- 1948** Men Desire a Sense of Self-Expression to Feel Good About Their Work
-
- 1955** People Work to Fulfil a Purpose and Gain a Sense of Accomplishment
-
- 1957** When Personal Needs are Satisfied, Employee Turnover Goes Down
-
- 1962** Higher Self-Esteem Leads to Confidence and Better Overall Performance
-
- 1964** Rewards May Not Work the Way We Think They Do
-

What people **CRAVE** at work

Respect



Relationship



Purpose



What people **CRAVE** at work

Respect



Relationship



Recognition
shows that
others are
paying attention.

Purpose



What people **CRAVE** at work

Respect



Recognition
connects your work
to the difference it
makes.

Relationship



Purpose



What people **CRAVE** at work

Respect



Relationship



Purpose



Recognition builds
understanding
between groups.

Recognition engages people

Respect



Relationship



Purpose





#1

Factor in driving
employee
engagement

Recognition and Reward

AON 2018



202%

**Higher performance
in companies with
engaged employees.**

Gallup research

When Where

What

How



Why



WHEN

should people
recognise?



**Raging
river of
responsibility**



1+1+1 Challenge

Say “thank you” once a **day**

Use formal recognition once a **week**

Send a reward once a **month**



10 MINUTES BY FRIDAY™

FRI	
23	
NY	
7 AM	
8 AM	Uk Sales Contract 8am, (London)-Living Room (8)
9 AM	DMTM Facilitator Content Review 9am, GoTo included
10 AM	Otterbein Behavior Discussion Debrief, 10am
	PA/AP 1:1, 10:30am
11 AM	
	Craig/Emily/Alex Meet-up 11:15am, (Rochester)-The Douglass Study (2)
12 PM	JCC Training Slides/Handouts 12 – 3:30pm
1 PM	
2 PM	
3 PM	
	Weekly e-Card, 3:30pm
4 PM	
5 PM	



HOW

should people
recognise for the
biggest impact?

Use Strategic Recognition (AVI)



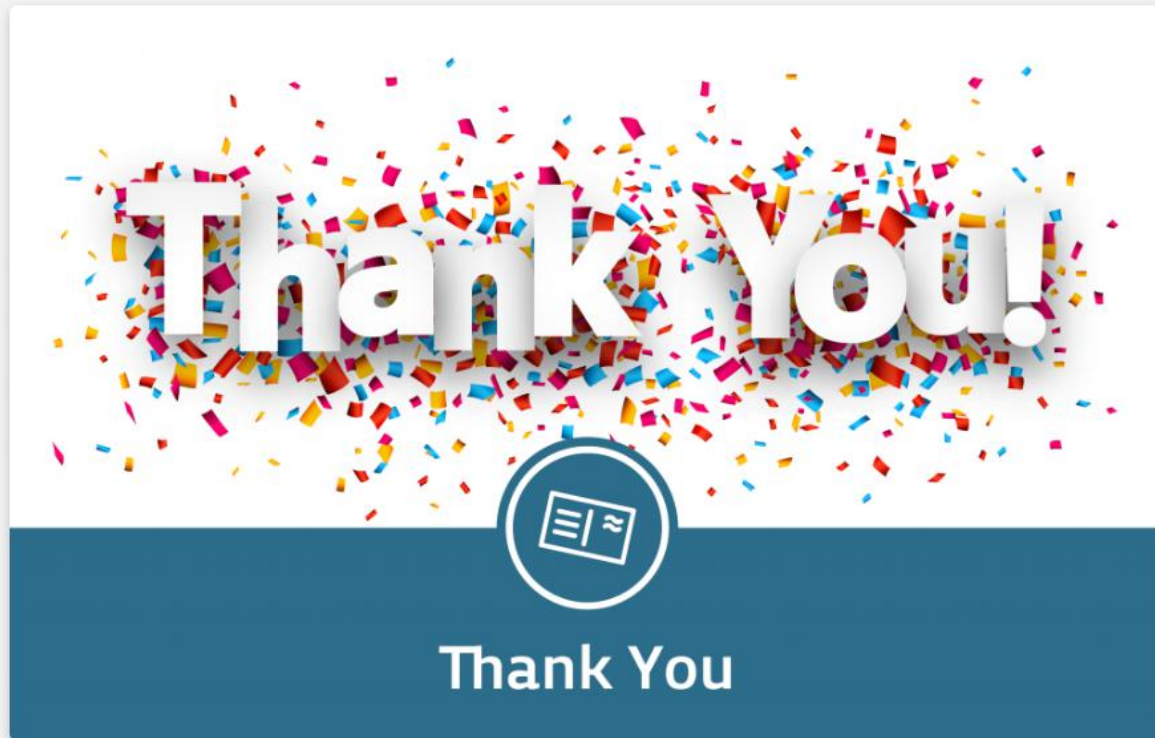
Tell the **ACTION**



Connect to a **VALUE**



Share the **IMPACT**



**Click on the image to change your eCard*

Thanks for getting a group of sales champions together to have lunch with Jenna during her first week.

I know this group is busy, but taking the time to support a new team member is a great example of our One Team value!

Jenna now has a group that she can go to with questions and I believe this support will make her first month easier AND will help our team to more quickly meet our collective sales goals.

Font

Colour

552 characters remaining

[Want a preview?](#)

 Send Privately

 Send & Share



WHAT

should you
encourage people
to recognise?



RELATIONAL

- Responsibility for actions
- Proactive
- Conscientious
- Reliable & efficient
- Problem solving
- Collaborative



Display respect and compassion




Compassionate




TRUST

- Trustworthy
- Does "what is right"
- Outcomes that deliver WOW!
- Positive connections
- Acts with integrity
- Professional



Demonstrate Integrity




Informative




EXCELLENCE

- Innovation
- Quality work
- Aspires to excellence
- Exceeds expectations
- True long term relationships
- Award-winning



Deliver an Exceptional Patient Experience




Courteous





BRINGING
OUR VALUES
TO LIFE
EVERY DAY

Date _____

Recipient's name and badge number _____

Thank you for demonstrating the RTS Way!

What you did: _____

How it helped: _____

Circle which value best represents this story:

INTEGRITY

RESPECT

DIVERSITY AND INCLUSION

ENGAGEMENT AND COLLABORATION

AGILITY AND INNOVATION

PERFORMANCE FOCUSED

Author's name and badge number _____

Please share scanned copy with MarCom@myRTS.com







Recognise

What you want
to see more of.

Proactive
communication
between groups

Greeting others
with a smile

**What do
you want to
see more of?**

Suggesting
additional
purchases

Identifying
potential solutions
not just problems



**Not only
above and
beyond**



**Consistent
feedback**



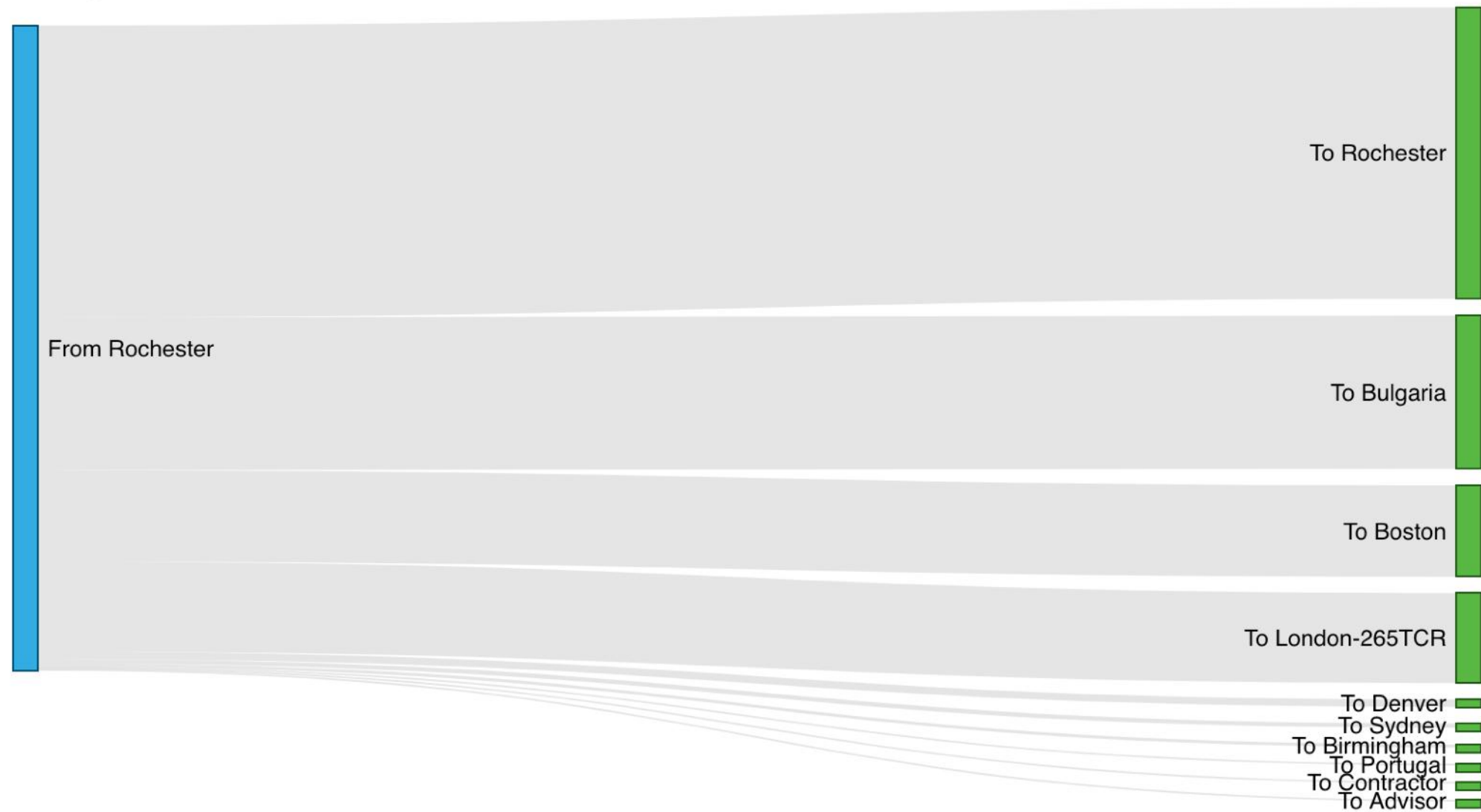
**Recognise
All Levels
of Impact**

- 1. First Downs**
- 2. Touchdowns**
- 3. Championships**





Recognition moments flow



WHAT to recognise?

1

Values in action

2

Contributions to
business goals

3

Actions you “want to
see more of”

4

Incremental success
 (“First downs”)

5

People outside your
department or group



WHERE

can people
recognise?



eCards Inbox

21



Filter



Klara Owens received “We own it”
eCard from **Alana Kiner**



Klara, you've had a busy week with implementation calls, manager trainings, and program reviews with clients - and it's only been a month and a half!! In any free minute, you fill your time with productive projects and want to learn how to do things more effectively. If a process hasn't been created yet, you take it into your own hands. Whether thats taking on organizing comms or creating new best practice sheets, I want to thank you for jumping in and owning it. It helps us all be better CSM's. Thanks for all you do! [see less](#)



React



Comment

7 mins ago



Birthday 25 Jan

Hyu Gyuler



||



Emily Burke received
“We work hard” eCard from **Alana**



Meetings



One-on-ones



Walls

**Alexandra Powell**
US Director of Client Culture and Engagement
4mo • 

What an amazing host [Megan Watts](#) was for [Reward Gateways #EnExLive](#) event today. She showed a real passion for making the world a better place to work for attendees (and was energetic and fun!).

 21 • 3 Comments

**Megan Watts** • 1st
Recognition|Communication|Benefits|Insights
4mo ...

Thank you for these lovely words!! Absolutely made my day

 | 

Load more comments

Social Media

A decorative graphic in the top right corner consisting of several overlapping orange rounded rectangles and circles of varying sizes, arranged in a grid-like pattern.

Getting Leadership Involved

Build and Share Expectations



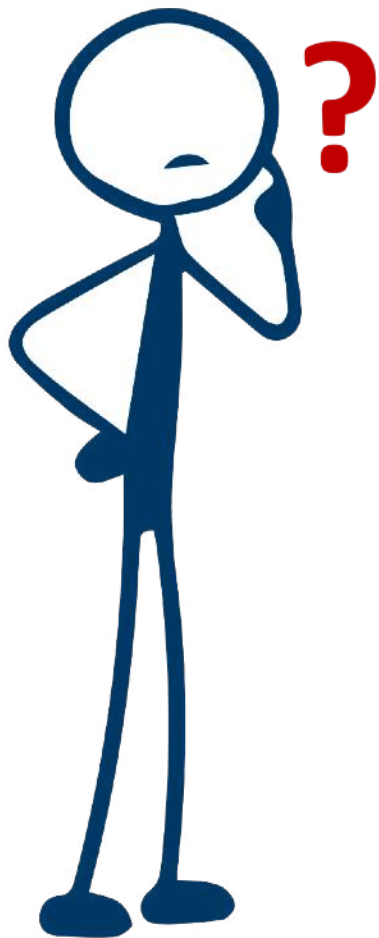
When Where

What

How



Why



Recognition Results

DOUBTER



Recognition Results

BELIEVER

What is a Doubter?

- 1 “They get pay-checks.”
- 2 “I would recognise, but I barely have time for my REAL job.”
- 3 “I recognise, I just only do it for special occasions.”

Regularly Share Engagement Metrics

Recognise

What are you looking for?



ACCOUNT

FAVOURITES

SUPPORT

BASKET

ALERTS

Discounts
Exclusive offers, savings,
and discounts

Company info
News, updates, and exciting
things

Recognition
Say 'thank you' to colleagues and
show your appreciation

Culture
Values, mission and more

Total savings
\$2,345.56

Approved Cashback
\$245.56

Pending Cashback
\$37.80

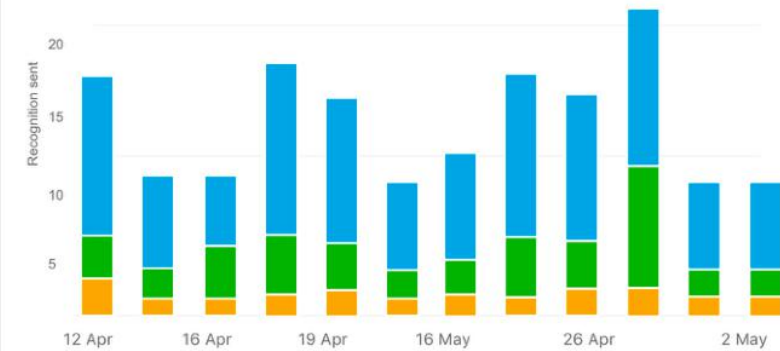
Recognition sent by type



- eCards - 676 (65%)
- Nominations - 117 (23%)
- Instant Awards - 58 (12%)

Recognition sent over time

eCards - 676 (65%) Nominations - 117 (23%) Instant Awards - 58 (12%)



eCards leaderboards

Senders		Receipients
#	Employee	eCards sent
1	Rowena Curry UK Product	45
2	Matt Le Vandenberghe UK Marketing	30
3	Lilly James-Auberdine UK HR	27
4	Ruby Sapphire Malaysia Sales	25

Top Recognition sent by type



Spotlight Engagement Practitioners



Recognise Leaders



Serve up Recognition Opportunities



Getting Leadership Involved

1

Build and share
recognition expectations

2

Introduce the Why,
What, When, Where
and How

3

Publicize recognition
metrics

4

Spotlight leadership
recognition practitioners

5

Recognise leaders

6

Serve up recognition
opportunities



Success Portal

Search

 Search

Browse Help Topics

About Success Portal



About Reward Gateway



Reward Gateway Client
Academy



Products



Business challenges



Security, Privacy & Due
Diligence



Reward Gateway Client Academy

Engagement Overview

Learn about the value and strategies that guide our overall employee engagement recommendations. This is the foundation for why recognition, surveys, communication and accountability are crucial to building productive and positive cultures.

[6 articles >](#)

Supporting Recognition

Recognition is a powerful tool for creating and sustaining a great place to work. Check out these resources for information on increasing participation and making recognition more strategic.

[15 articles >](#)

Effective Communication

Learn best practices to communicate with a modern workforce to support engagement and productivity.

[7 articles >](#)

Using Data and Analytics

Information on using program metrics and employee survey results to gain insight into culture and make improvements for the future.

[5 articles >](#)

Driving Accountability

Information and tools to help you skillfully drive culture and accountability in your formal or informal conversations.

[4 articles >](#)

Resource Library Roundup

Our most recent blogs, ebooks, case studies and highlights from rg.co that support and supplement the Best Place to Work content.

[6 articles >](#)

Supporting Recognition

Follow

Recognition is a powerful tool for creating and sustaining a great place to work. Check out these resources for information on increasing participation and making recognition more strategic.

FAQs

Training Exercises

[How recognition accelerates engagement](#)

[Why recognize? For believers and doubters](#)

[How to write powerful \(and sustainable\) recognition](#)

[VIDEO: Three Steps to Powerful Recognition \(AVI\) \(2:12 minutes\)](#)

[What to recognize \(to make the biggest difference\)](#)

[VIDEO: What to Recognize \(2:03 minutes\)](#)

[Recognize often to create a culture of recognition](#)

[VIDEO: Recognize often for a culture of recognition \(1:45 minutes\)](#)

[Best practice guide: Recognition](#)

[Effective recognition for offline or deskless workers](#)

[Employee recognition on a budget \(38 new ways to recognize staff\)](#)

[VIDEO: Building a layered recognition strategy \(35 minutes\)](#)

[VIDEO: Converting recognition doubters to believers \(40 minutes\)](#)

[WEBINAR: Tackling common recognition and reward frustrations \(57 minutes\)](#)



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rg.co/thankyou