

Connecting and Recognizing Today's Workforce

Embedding engagement
strategy into your culture

Welcome to the webinar

Who will you hear from today?



Alexandra Powell

Director of Client Culture and Engagement
at Reward Gateway



Stefany Chadbon-Hooke

EMBA, MSHR, SPHR, SHRM-SCP
Vice President of Human Resources at
SafeAmerica



What's on the agenda today

1 Connecting and Recognizing in Financial Services

2 The SafeAmerica Story

3 Making Change Sustainable





Time for Q&A

Got a question?
Please submit via
GoToWebinar



RewardGateway
the employee engagement people

Connecting and Recognizing Today's Workforce



J.P.Morgan



Five Star Bank

Banking | Investment | Insurance



Canandaigua
National
Corporation

Computershare



PrincipalSM



MetLife



citigroup



Deutsche Bank

Deloitte.



Nasdaq

Morgan Stanley



RBC
Royal Bank



Grant Thornton

MIZUHO



Gallagher

Provide updates for
online and offline
employees to
promote inclusivity



Define principles to
guide your internal
communications
strategy



CONNECT

Align and unite
your leaders to grow
trust and credibility
within the business



Encourage
employee-to-
employee
conversations



Provide clear
information to
people as quickly
as you can



Values

→ We Show We Care

→ We Act With Integrity

→ We Achieve Together

→ We Make a Difference

People & Recognition News

Write a new post

Meet Anthony Rose
- Interim Chief Executive Officerby Blaga Mihaylova · ...
1 👍 4 👁Matt Baxby -
Chief Financialby Blaga Mihaylova ·
1 👍 1 👁 1 👁Peter Deans -
Chief Riskby Blaga Mihaylova ·
0 👁

Debra Eckersley -

by Blaga Mihaylova ·
0 👁[See all posts >](#)

Purpose

“Our purpose is to deliver more human, empathetic experiences that help customers and communities prosper.”

Make a Suggestion



Send an eCard



Your Q1 FY2020 Mission Report



by [Elli Morii](#)

posted 7 months ago in [boom! Newsfeed](#) · 7m read

✓ Following

173 followers



Our Mission is to *"Make the World a Better Place to Work"*, and while our Mission is more than numbers, a portion of our success can be measured

Ensure the physical,
mental and
financial wellbeing
of your people



Put feedback
channels in place
to assess morale



Support flexible
working when
possible



SUPPORT



Apply
learnings to
the future



Balance optimism
with realism in
communications

Welcome to
the New Home
of the **Five Star
Experience**



Getting
Started



**Send
strategic
recognition!**

See all
the latest
**recognition
moments here**



Make your money
go **further with
discounts**

**Wellbeing
Center**

Click here for workout
videos, mindfulness
videos, and articles to
help you stay healthy



**Send
someone
an eCard!**

Show frontline employees who are making sacrifices your appreciation



Boost employee morale by making recognition visible



RECOGNIZE



Recognize behaviors you want to see more of



Be sure to recognize the Action, Value and Impact



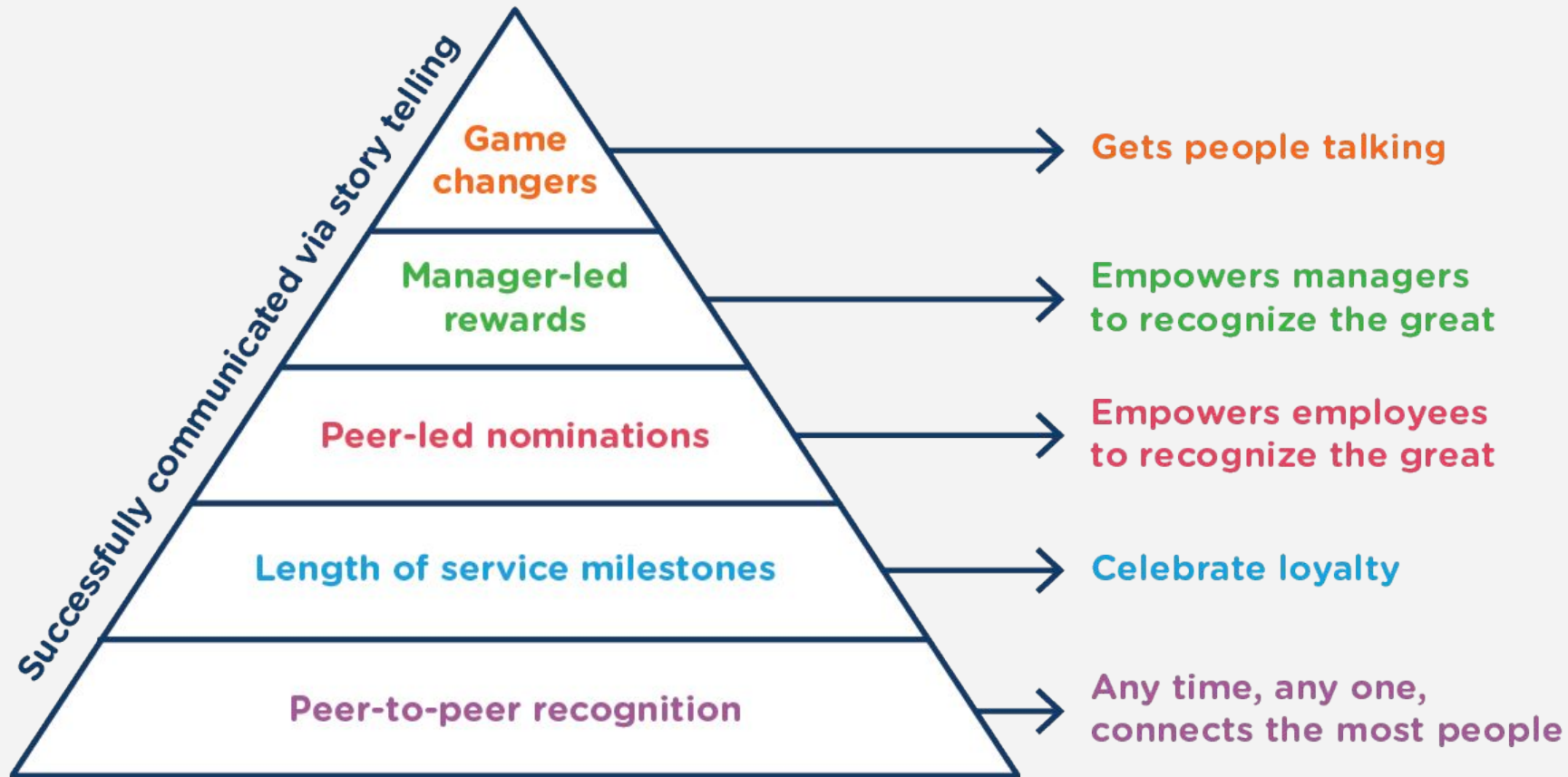
Encourage leaders to share wins across the organization

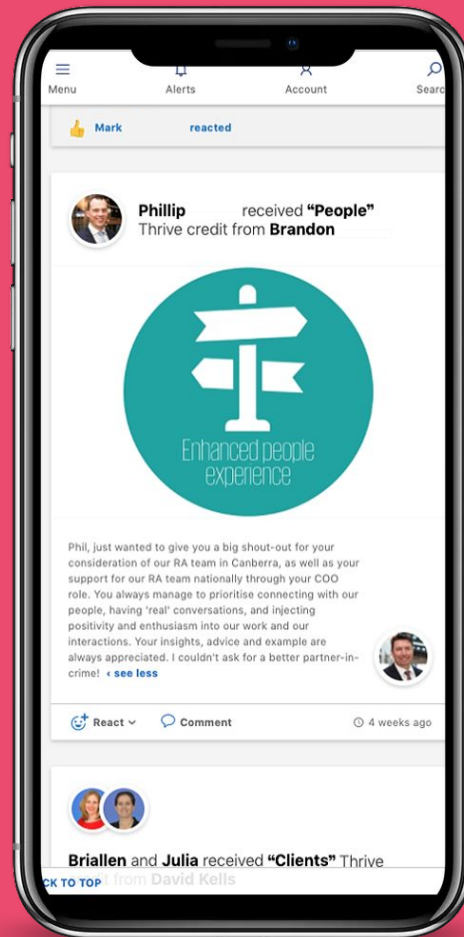
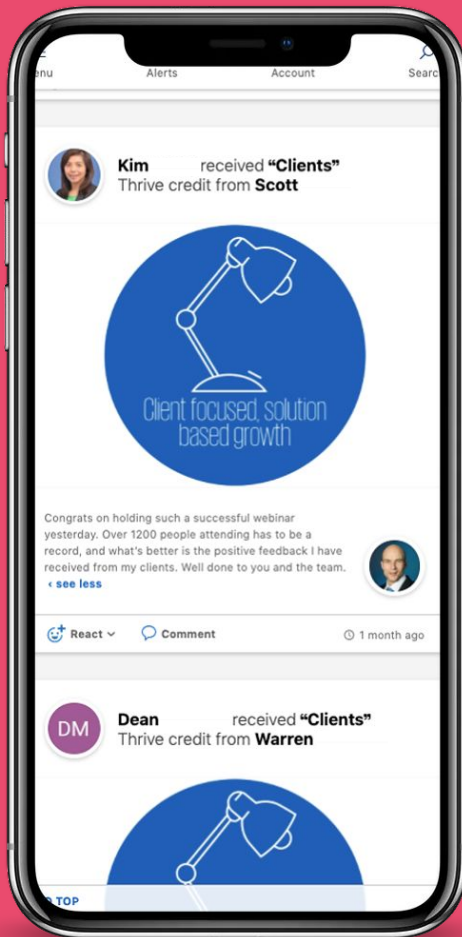
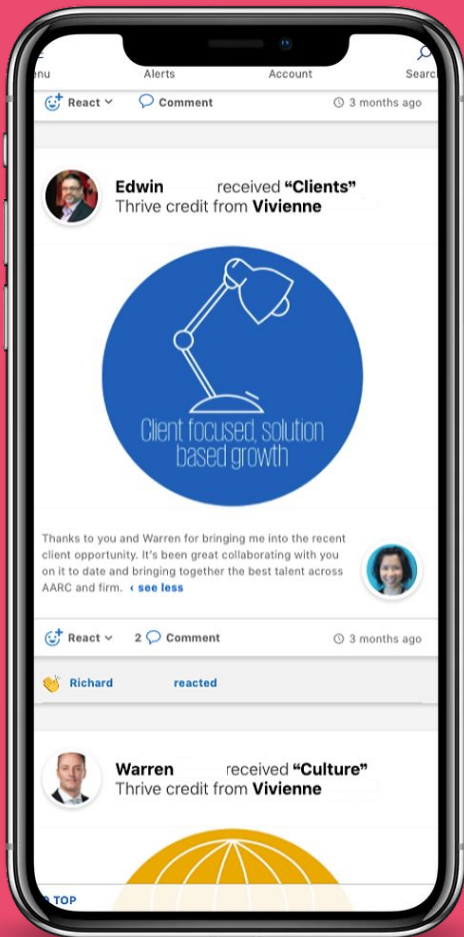


87%

of \$46B employee recognition spending
is focused on long service awards

Forbes





Formula for Recognition Success

Continuous

Frequent

Multi-directional

Visible

Measureable



RewardGateway
the employee engagement people

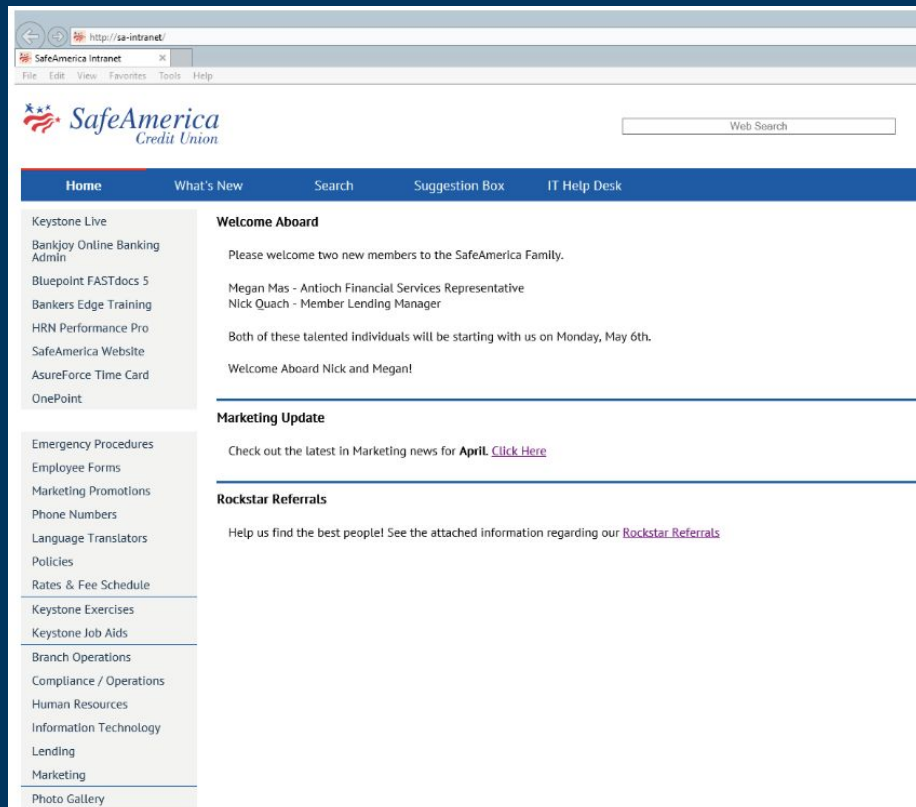
The SafeAmerica Story





The Way it Was

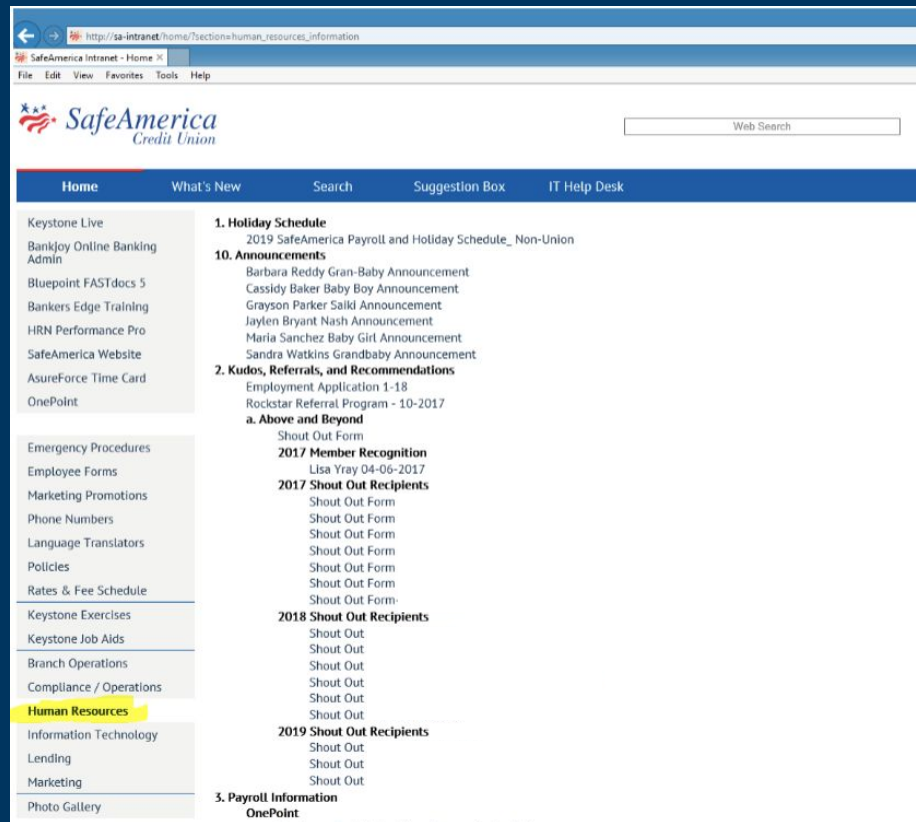
- One-way communication (too many emails!)
- Divide between corporate and branches
- Negativity outweighed successes
- Time-intensive recognition process
- Tenure-based awards with high-priced, low-value gifts





The Way it Was

- One-way communication (too many emails!)
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Prioritizing Challenges

- Distributed workforce felt like different islands
- Messages were being interpreted differently and weren't clear
- People weren't feeling valued in the branches
- Potential impact on member experience

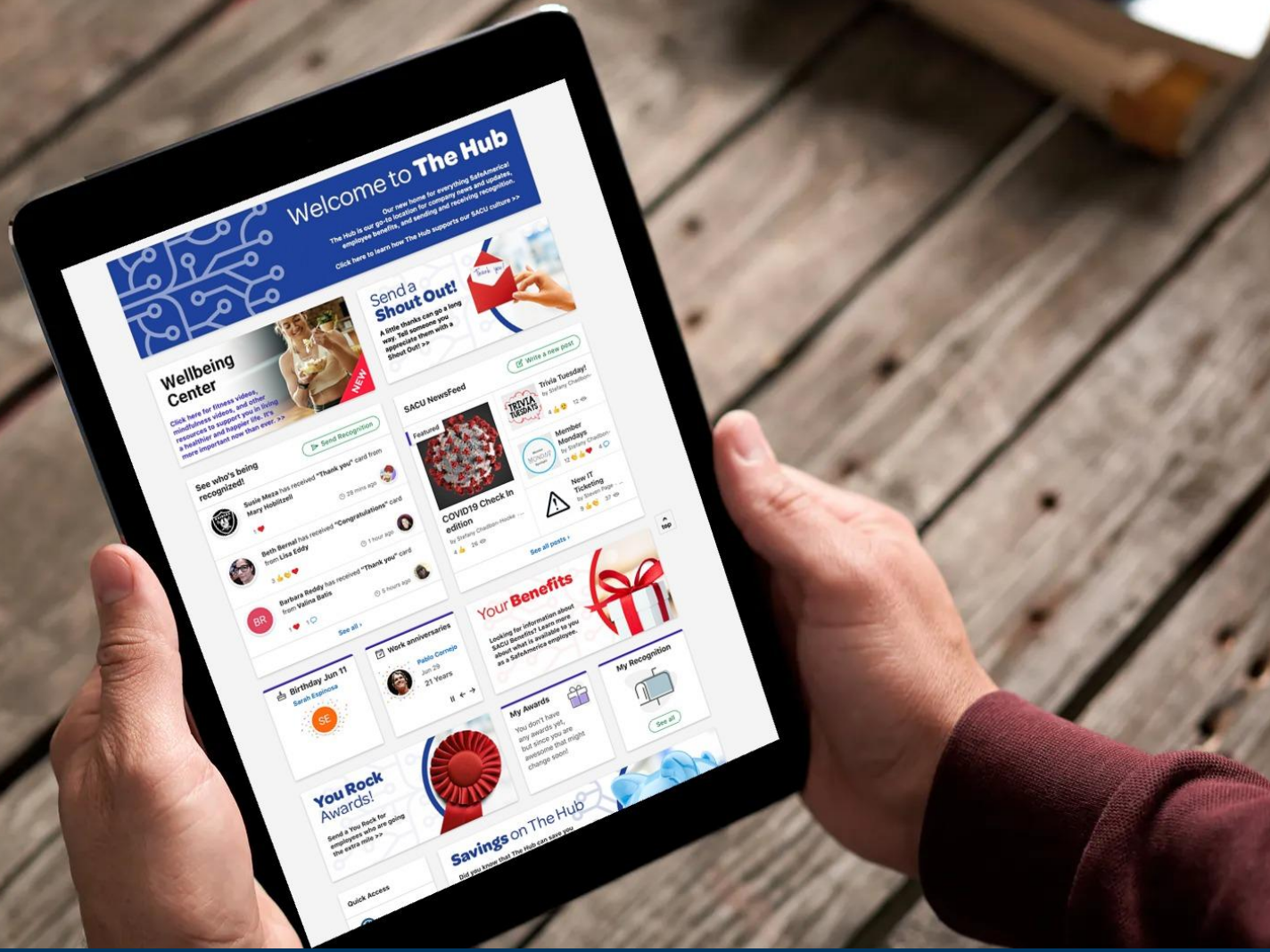




Why Reward Gateway?

- Focus was on increase transparency
- Not just gathering feedback, you wanted to increase the openness of communication
- Reward Gateway's platform offered an all-in-one, centralized tool





Welcome to The Hub

Our new home for everything intranet!
The Hub is our go-to location for company news and updates,
employee benefits, and sending and receiving recognition.
Click here to learn how The Hub supports our SACU culture >>>

Wellbeing Center

Click here for fitness videos, mindfulness videos, and other resources to support you in living a healthier and happier life. It's more important now than ever. >>>

Send Recognition

See who's being recognized!

Susan Meza has received "Thank you" card from Mary Hottel!

Beth Bernal has received "Congratulations" card from Lisa Eddy

Barbara Brady has received "Thank you" card from Valina Bates

See all >

Birthday Jun 11
Sarah Espinoza

SE

Work anniversaries
Patric Canepa
Jun 29
21 Years

11 6 →

You Rock Awards!

Send a You Rock for employees who are going the extra mile >>>

Quick Access

Send a Shout Out!

A little thanks can go a long way. Tell someone you appreciate them with a Shout Out >>>



Write a new post

SACU NewsFeed

Featured



COVID19 Check In edition

We're staying connected. Make sure you're safe >>>

See all posts >

Your Benefits

Looking for information about SACU Benefits? Learn more about what is available to you as a Safaricom employee.

My Awards

You don't have any awards yet, but since you are someone that might change that!

My Recognition

See all

Savings on The Hub

Did you know that The Hub can save you >>>



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Recognize to Engage



Recognize to Engage

- Frequent, flexible, rewards increases appreciation with the same budget
- Visibility of good news across groups increases camaraderie and pride
- Recognizing for values connects good work to the difference we make
- Managers have more ownership of culture and recognition



The Way it Was

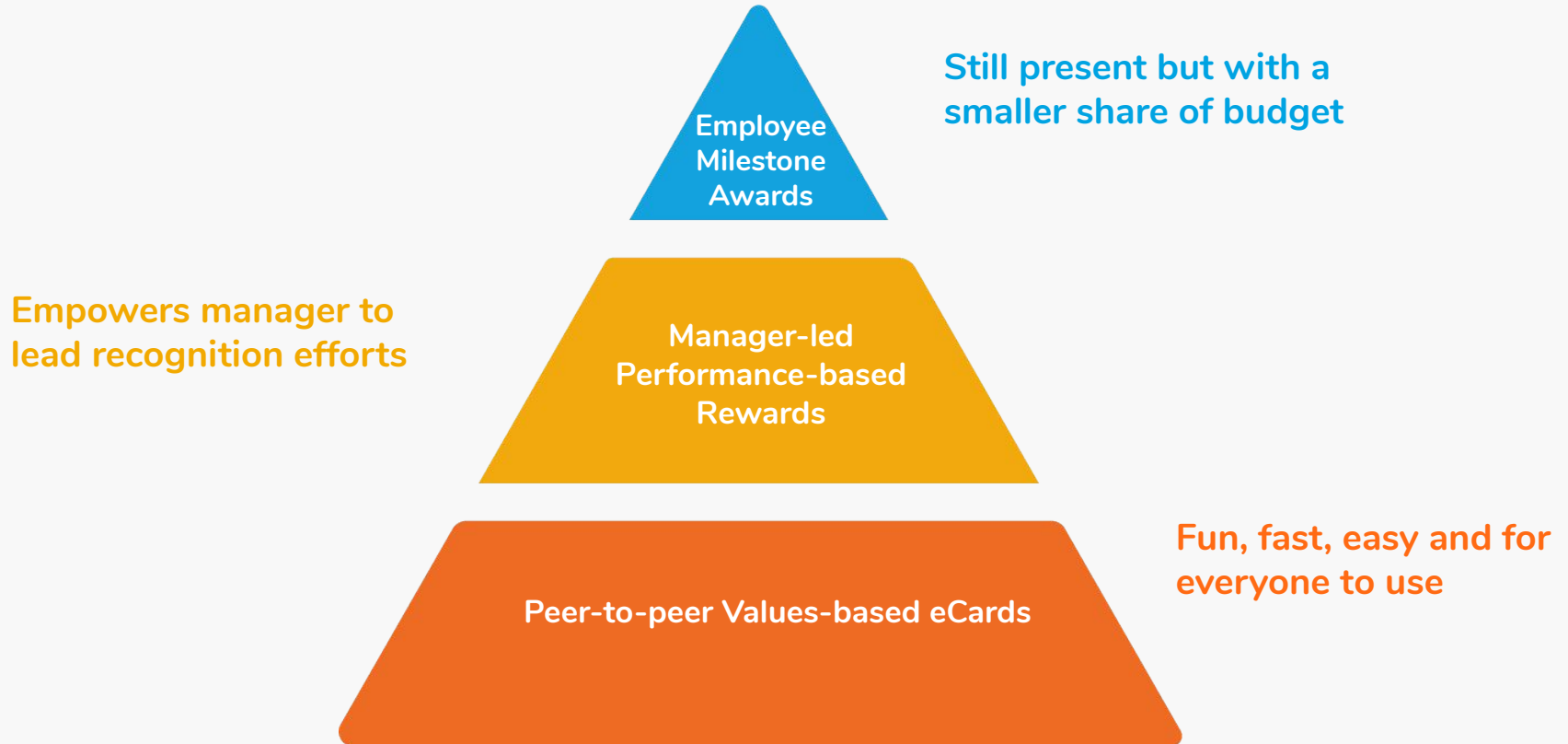
Few people receiving
high-cost, low-value
gifts

Length of Service Awards

Peer
Nomination
Process

Time intensive
recognition process
burdened HR and
reduced participation

An Update to Continuous, Multi-directional Recognition





Recognize to Engage

- Frequent, flexible, rewards increases appreciation with the same budget
- Visible, specific recognition drives performance
- Values-based recognition connects good work to the difference we make
- Visibility of good news across groups increases camaraderie and pride
- Managers have more ownership of culture and recognition



Crystal received
"Member Experience" eCard
from Antione

Member Experience



A person came into the Walnut Creek Branch impersonating one of our members at the teller window, by recognizing the signs of potential fraud you alerted me and we were able prevent the members account form being accessed by the impersonator. The member was alerted and was beyond grateful that your due diligence and quick thinking prevented her account from being compromised. She expressed frustration that this person was able to gain access to her account at another CU and was happy that we did not let this happen to her again! Thank you Crystal for being on top of it!

[< see less](#)



Crystal

**Team
work**



Teamwork

**Taking
Initiative**



Taking Initiative

Open Communication



Open Communication

**Member
Experience**



Member Experience

**Leading
by Example**



Leading by Example

Collaboration



Collaboration



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Crystal Leblanc received
"Member Experience" eCard
from **Antione Nash**

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[< see less](#)

❤ Crystal

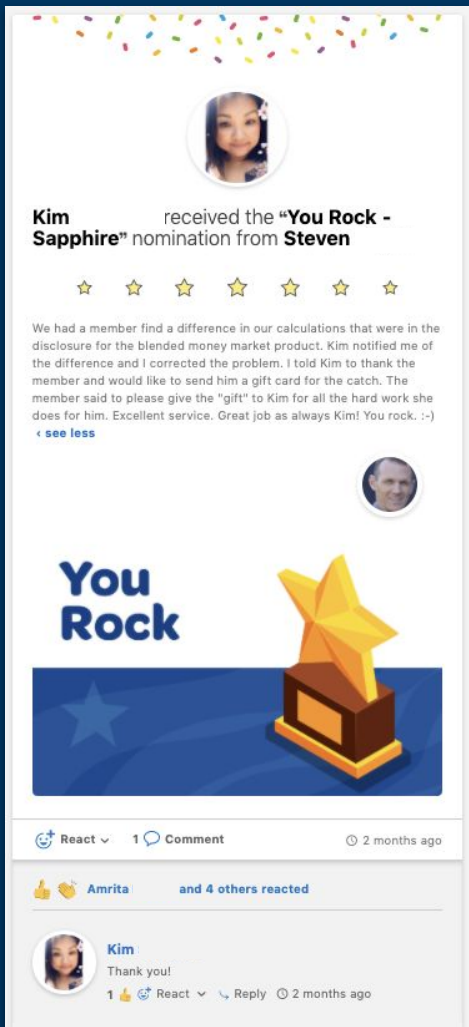
Recognition moments flow





Recognize to Engage

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Percentage of leaders
that have sent recognition

100%

Percentage of employees
that have received recognition

96.6%

Average awards per employee
in first 9 months

3





Time for Q&A

Got a question?
Please submit via
GoToWebinar



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the employee engagement people

Improving Connection



Remember the need to gather feedback?



The Hub

Connecting the SafeAmerica family

[Go to the Homepage](#)

Coronavirus Survey

Please take a moment to answer a few questions relating to the Coronavirus and it's effects on you and your work.

How are you finding working effectively at the moment? *

1 2 3 4 5

Very easy

Very difficult

What are the two biggest challenges you are currently facing while working from home? *

Please select only two answers here.

☐ I'm unable to work from home due to my position/role

☐ Internet Connectivity

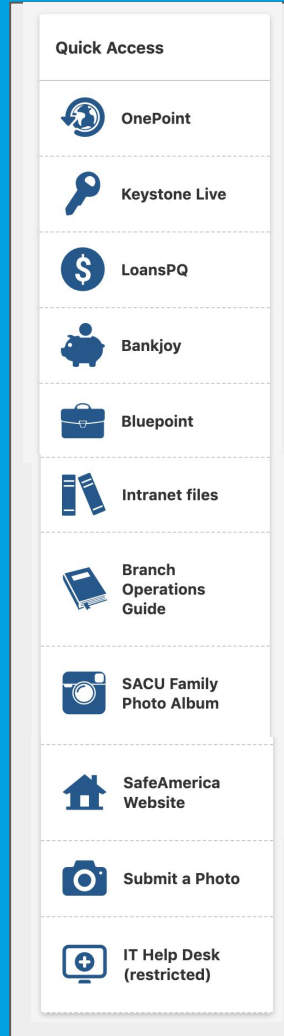
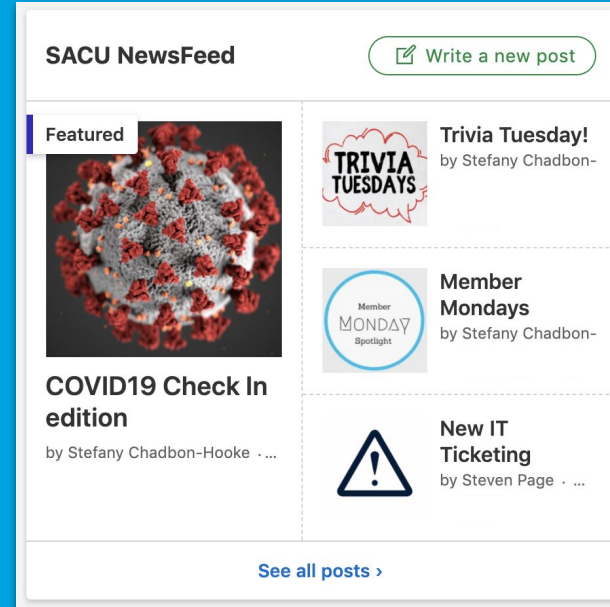
☐ Keeping a regular schedule

☐ I don't have access to the tools or information I need to do my job at



Improving Connection

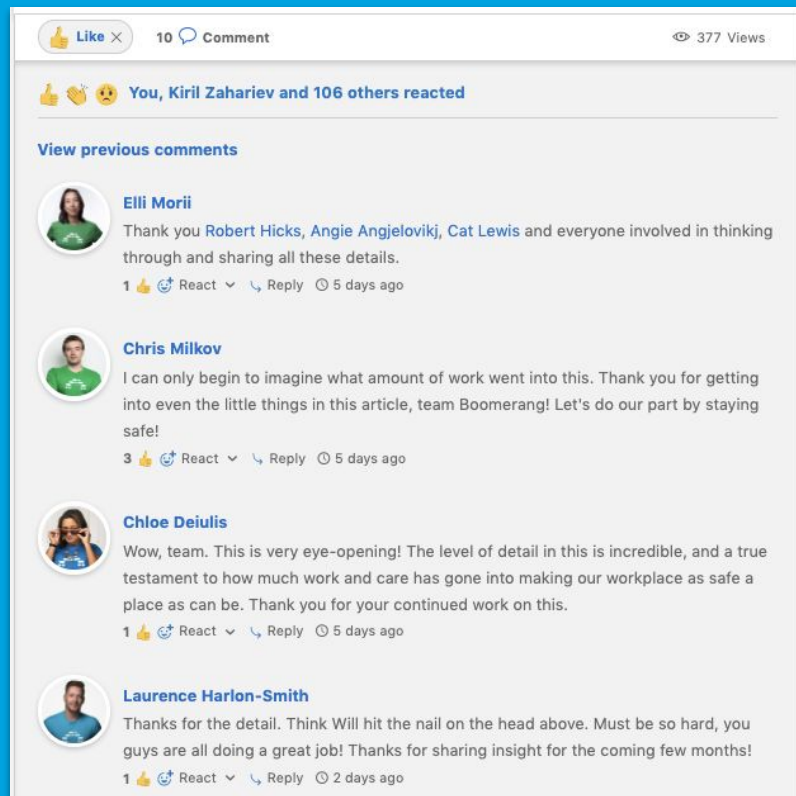
- Feedback using pulse surveys
- Consolidation of employee resources into one place
- Daily communication between corporate to branches
- Ability to comment and react allows for two-way communication
- Increased visibility of new employees





Improving Connection

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- Ability to comment and react allows for two-way communication
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Welcome Aboard Marc!



by [Stefany Chadbon-Hooke](#)

posted 1 month ago in [SACU NewsFeed](#) · 1m read

[Edit post](#)

 [Following](#)

51 followers



Please help us give a warm SafeAmerica welcome to [Marc Delpouys](#) who is joining the SafeAmerica family as the Information Technology Technician today!



Marc Delpouys x Type name...



Welcome to
the Team!



**Click on the image to change your eCard*

Type your message here...


Font

Colour

1000 characters remaining

[Want a preview?](#)

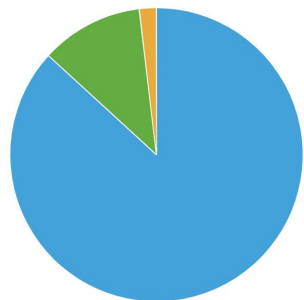
 Send Privately

 Send & Share

Average
logins per
employee

167

Is the business communicating
enough about the impact of the
coronavirus and plans around it?



- Yes, just right (86.8%)
- No, not enough (11.3%)
- No, too much (1.9%)





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the employee engagement people

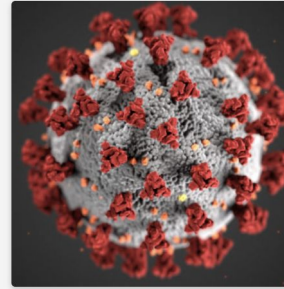


**Making Change
Sustainable**



Adapting in a Crisis

- Daily COVID-19 updates through The Hub
- Hub communication metrics for regulators
- COVID-specific eCards to refocus employees on recognition
- Offered one more resource - The Wellbeing Center to support employees



COVID-19: Let's tackle loneliness edition

by [Stefany Chadbon-Hooke](#)

posted 1 week ago · 3m read

Our need for social connection is at the heart of being human. But the coronavirus... [read more >](#)

👍 🍌 🍌 🍌 🍌 🍌



COVID-19 HEROES



Thank you

for going above and beyond during this difficult time



A Virtual high five

for doing a great job during this difficult time



Essential Strong



SACU News Feed

What's Happening at SACU?



Recognition at SACU



Quick Access



Discounts

Discounts



Vision and Mission

Wellbeing Center

The Hub

Connecting the SafeAmerica Family



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Wellbeing Center

Click here for fitness videos, mindfulness videos, and other resources to support you in living a healthier and happier life. It's more important now than ever. >>



Send a Shout Out!

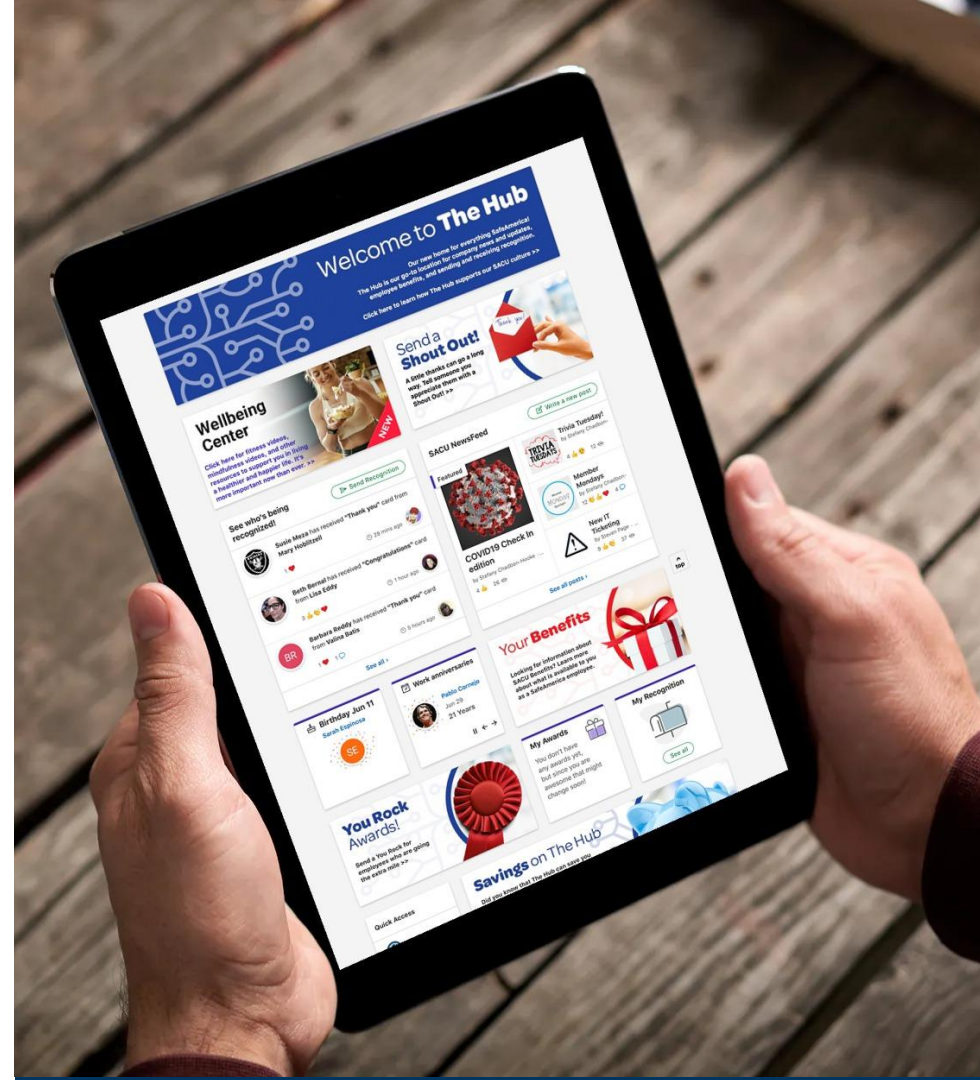
A little thanks can go a long way. Tell someone you appreciate them with a Shout Out! >>





Sustainable Change

- Georgi supports us in the technology by sharing best practices
- The site is branded to us and it has become part of our culture
- It is where our employees go for everything, so they remember to prioritize the culture
- We have put control of recognition in the hands of our team
- The platform is adaptable and robust



What's next in the SACU story?
What advice do you have?



Stefany Chadbon-Hooke

EMBA, MSHR, SPHR, SHRM-SCP
Vice President of Human Resources at
SafeAmerica



Connecting and Recognizing Today's Workforce

Q&A Session



Alex Powell

Director of Client Culture and Engagement
at Reward Gateway



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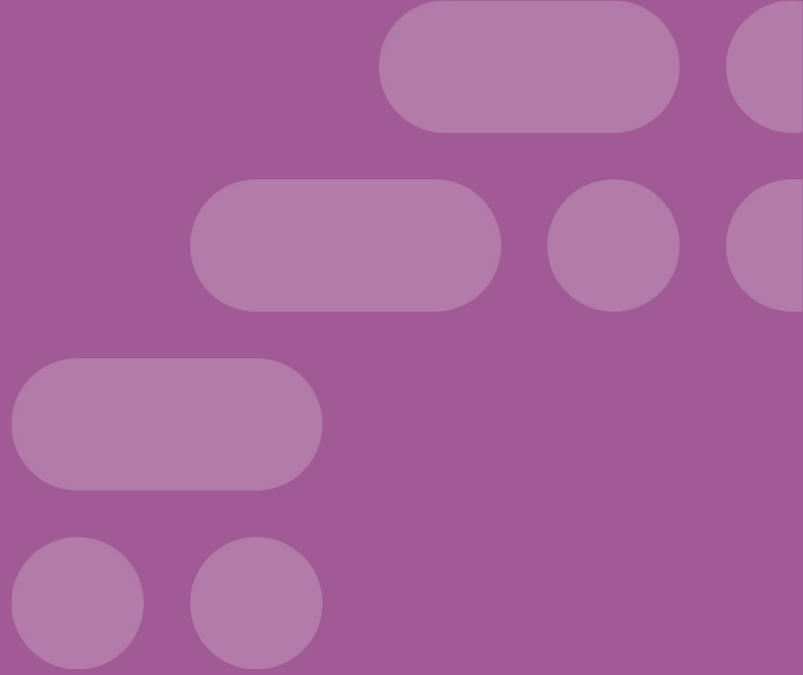


Stefany Chadbon-Hooke

EMBA, MSHR, SPHR, SHRM-SCP
Vice President of Human Resources at
SafeAmerica



POLL



Browse Blog topics:

Employee Benefits	Reward and Recognition	Employee Communications	Employee and Workplace Culture
Technology and innovation	The Employee Experience	Leadership and Management	Wellbeing at Work



Kylie Green
Global Senior Vice President of Consulting
5 min read

Adopting a changemaker mindset in times of crisis: 3 qualities of inspiring leaders



Pippa Arthur-Van Praagh
Global Employee Communications Evangelist
4 min read

How to manage writer's block when creating employee communications



Joy Adan
Content Journalist
2 min read

16 ways to connect, support and recognise teams in times of uncertainty [Infographic]

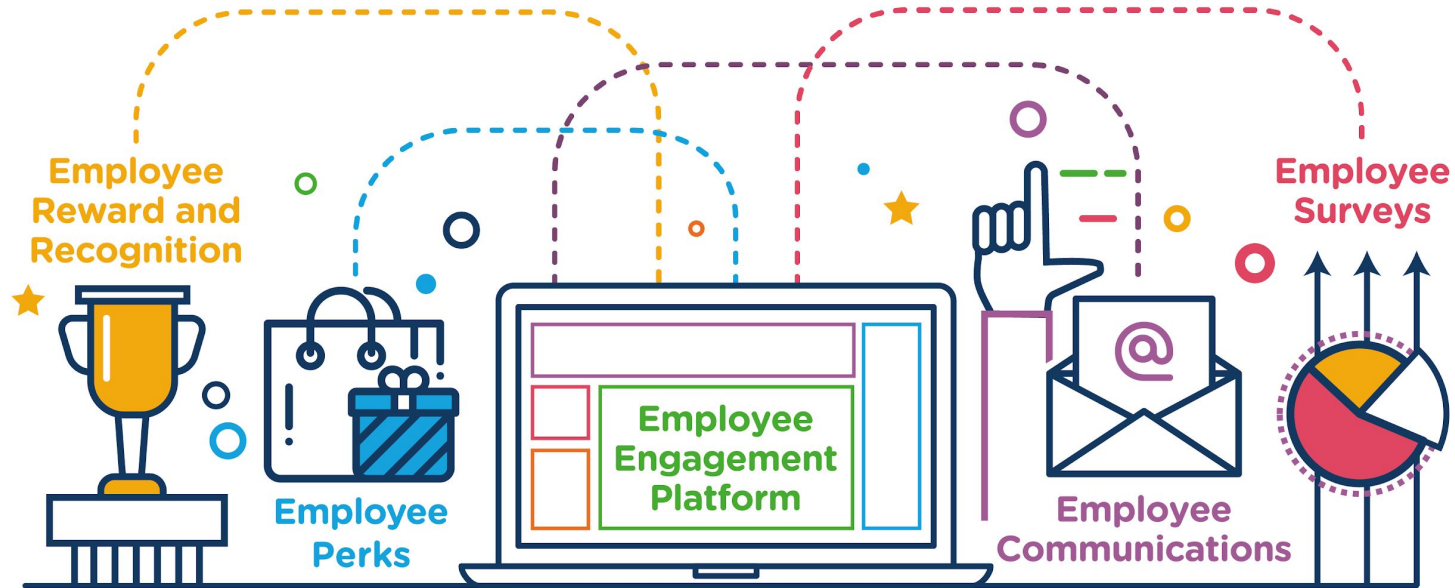


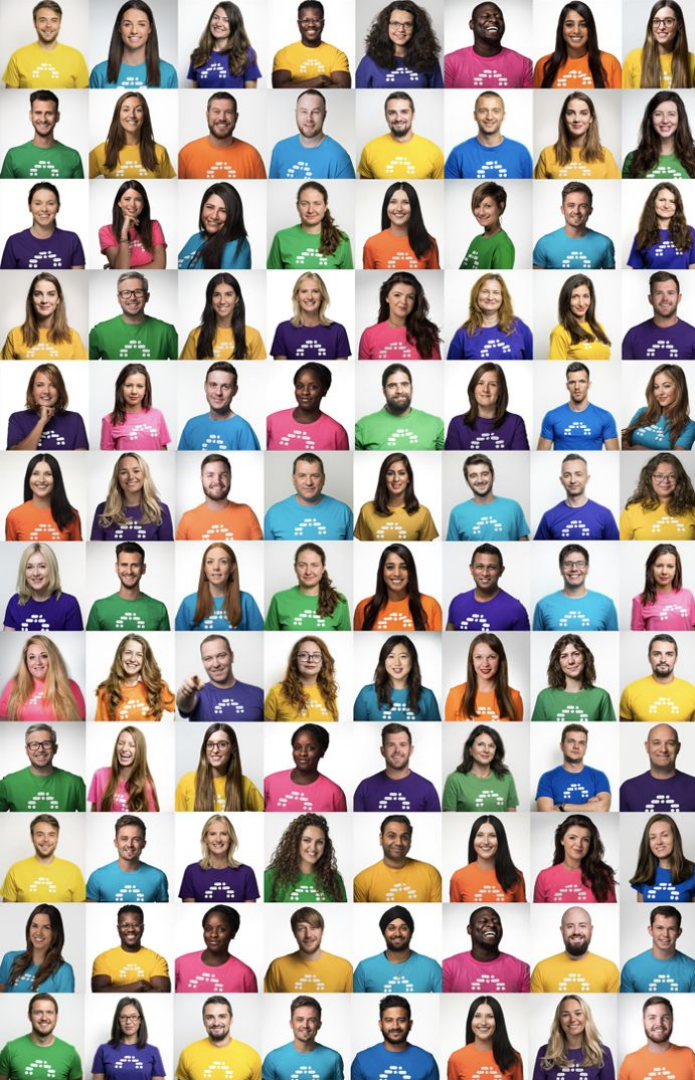
Kylie Green
SVP Global Consultancy
4 min read

Embracing uncertainty with creativity: 3 ideas for recognising remote employees

rg.co/blog

A unified platform to connect, recognize and support your people





RewardGateway
the employee engagement people

Thank you for
joining us today

The image features a central text message, "Let's make the world a better place to work", written in a bold, dark blue, sans-serif font. The text is slightly angled upwards from left to right. Surrounding the text is a dynamic, radial burst of lines. These lines originate from a point just above the text and fan outwards in all directions. Most of the lines are dark blue, but there are several lines in various colors including orange, yellow, green, light blue, pink, and purple, creating a vibrant, multi-colored effect. The overall composition is energetic and positive, suggesting a sense of movement and progress.

**Let's make the
world a better
place to work**