



RewardGateway
the employee engagement people

Using Connection and Recognition to Minimize Stress and Burnout

RG FOUNDATION


RewardGateway
the employee engagement people


Build it
The Rebel Playbook

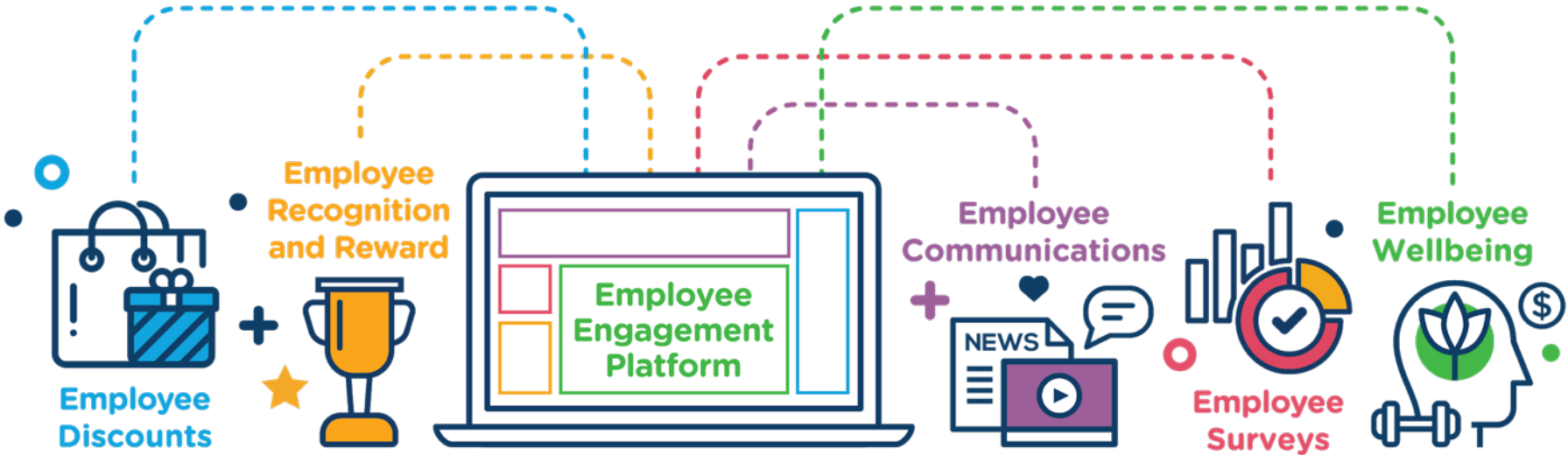
GLENN ELLIOTT
& DEBRA COREY

WILEY

Let's make the
world a better
place to work

The Rebel Playbook for Employee Engagement

Reward Gateway's Employee Engagement Platform



What's on the agenda today

1 *Burnout and Fatigue*

2 *Creating Connections*

3 *Recognise to Shift Perspectives*

4 *Prioritise Self-care and Wellbeing*

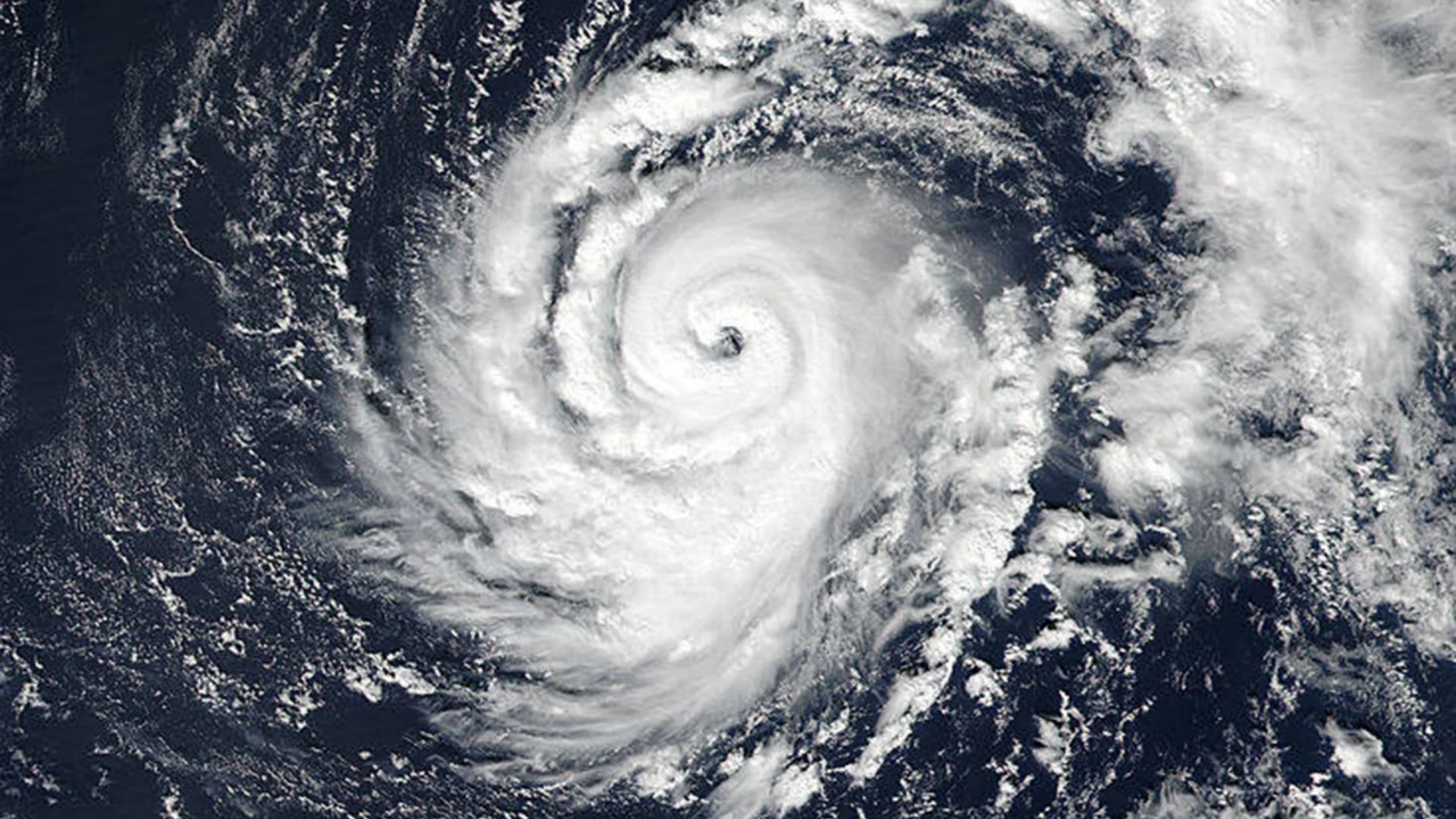




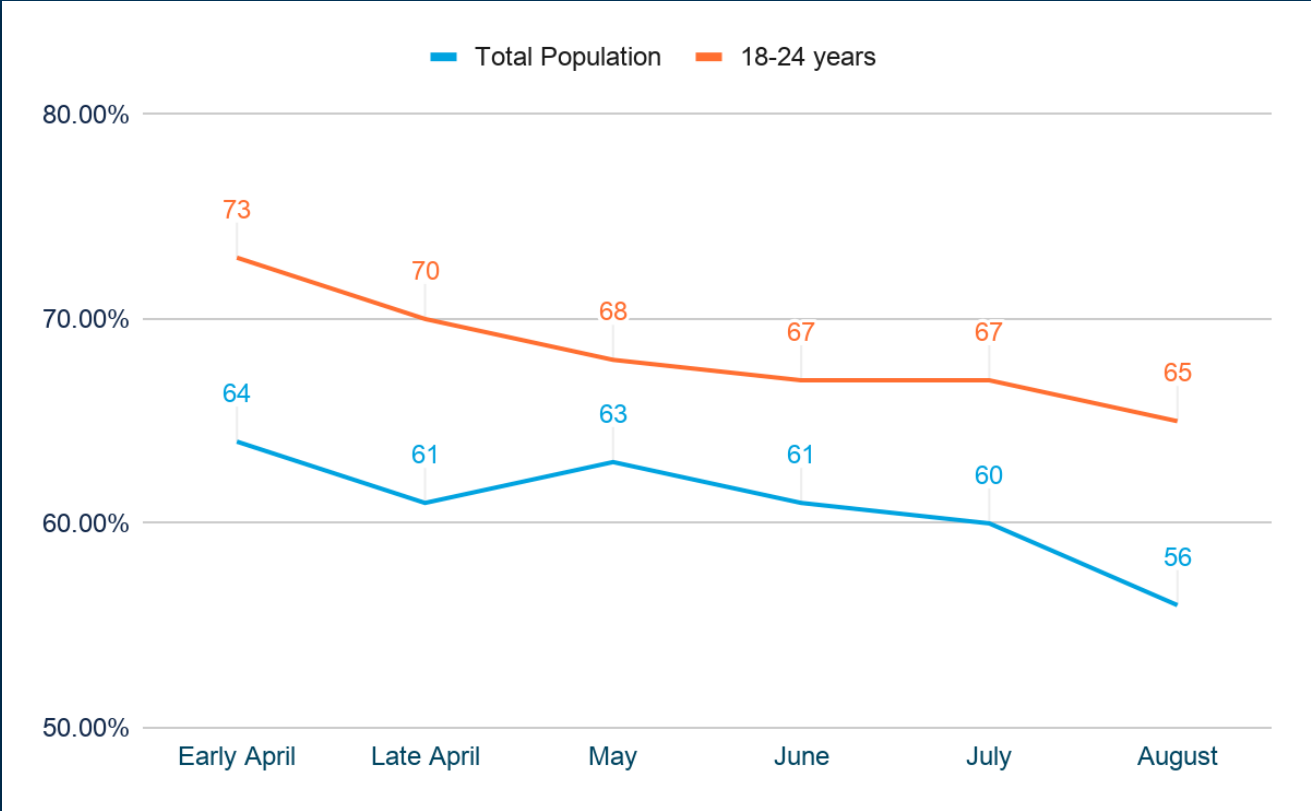
Time for Q&A

Got a question?
Please submit via
[GoToWebinar](#)





Overall, how well do you think you are coping with stress related to the Coronavirus (COVID-19) pandemic? 'Coping Very Well/ Fairly Well'



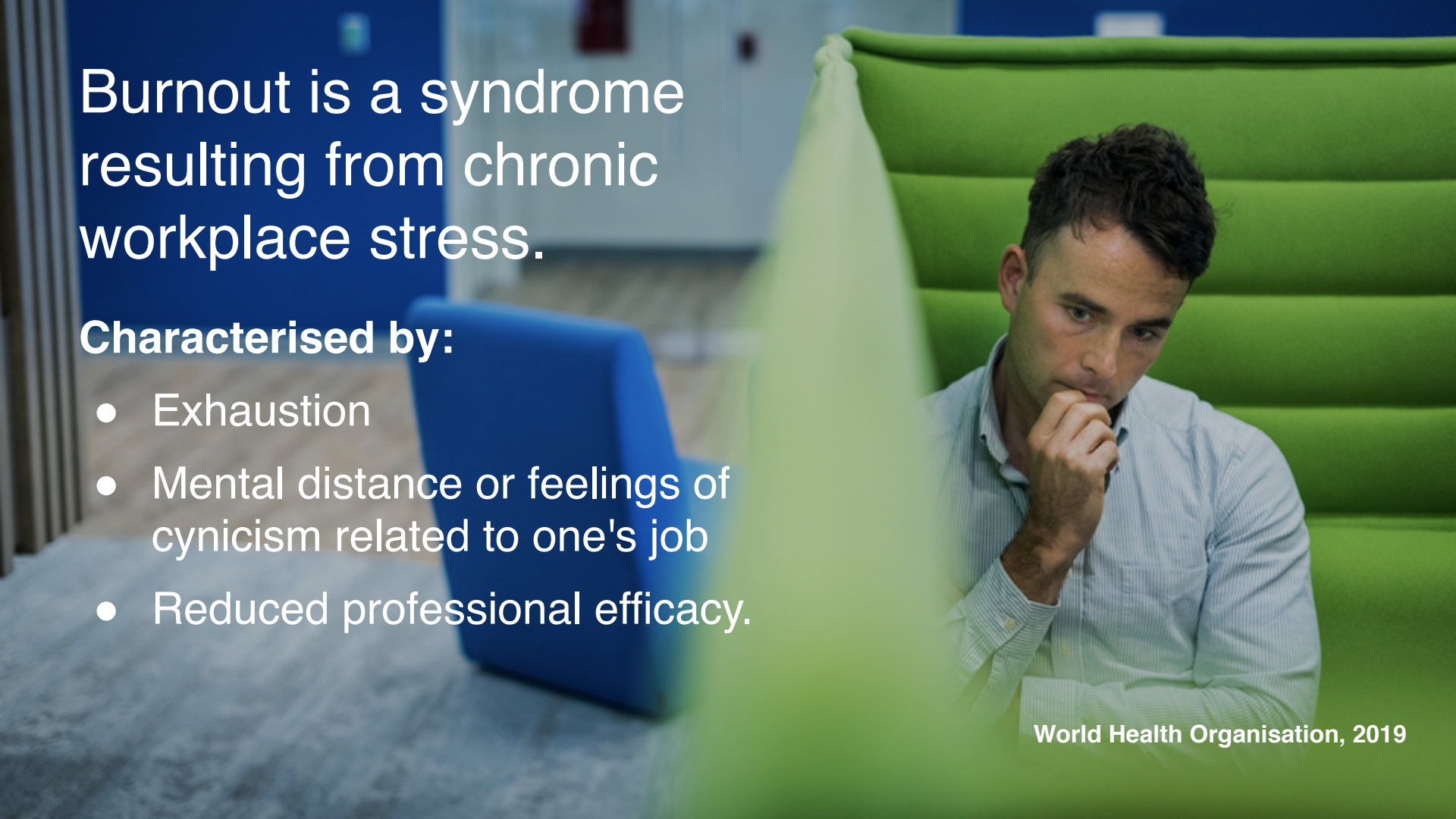


71%

of HR Leaders say this is the most stressful year of their careers.

POLL



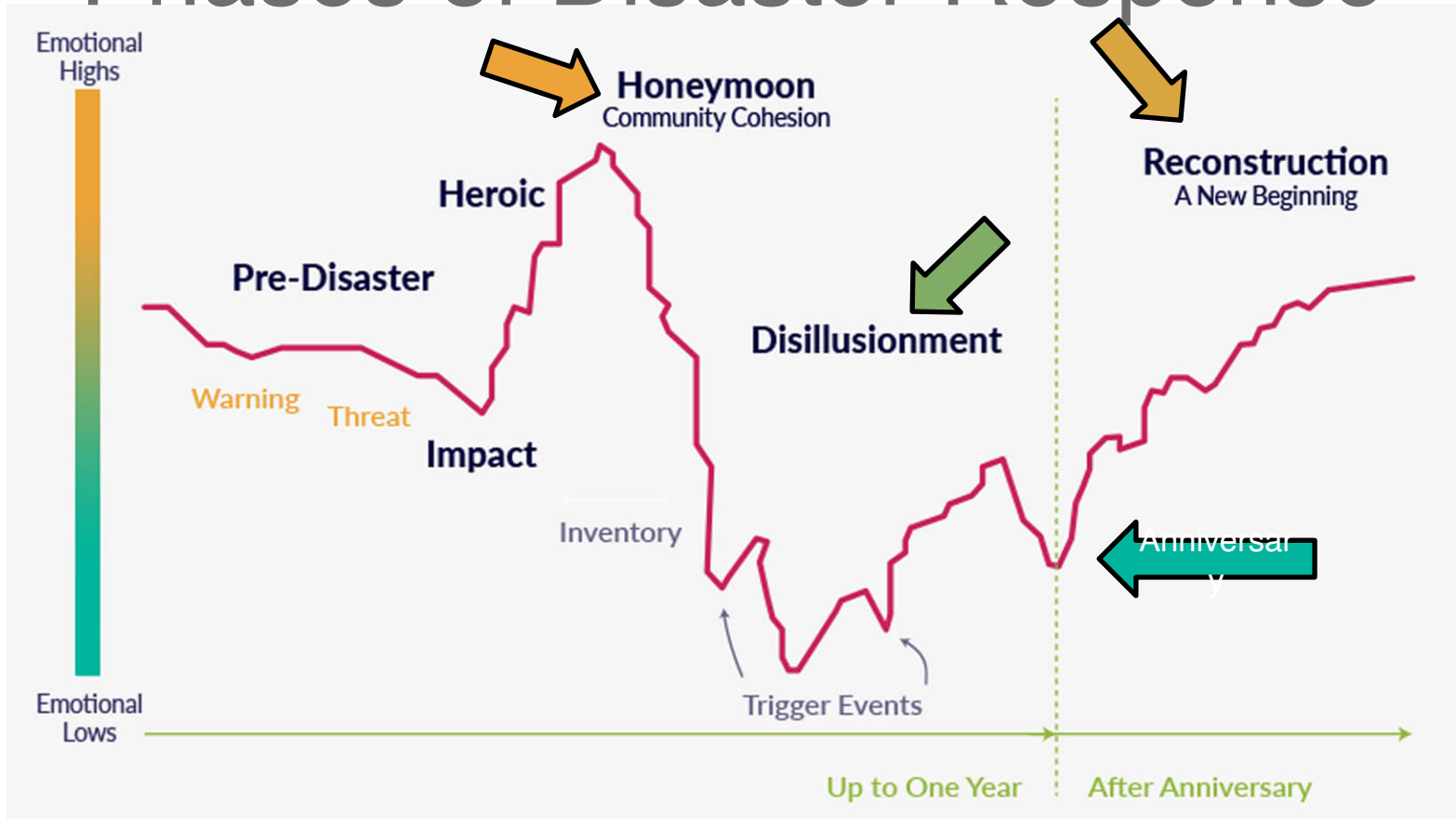
A man with dark hair, wearing a light blue button-down shirt, is sitting on a bright green armchair. He is looking down and to the left with a thoughtful or stressed expression, his hand resting on his chin. The background is a blurred office or meeting room with blue walls and a white door.

Burnout is a syndrome resulting from chronic workplace stress.

Characterised by:

- Exhaustion
- Mental distance or feelings of cynicism related to one's job
- Reduced professional efficacy.

Phases of Disaster Response




Zunin/Meyers, as cited in *Training Manual for Mental Health and Human Service Workers in Major Disasters*, U.S. Department of Health and Human Services (2000)

STRESS

Work Demands 

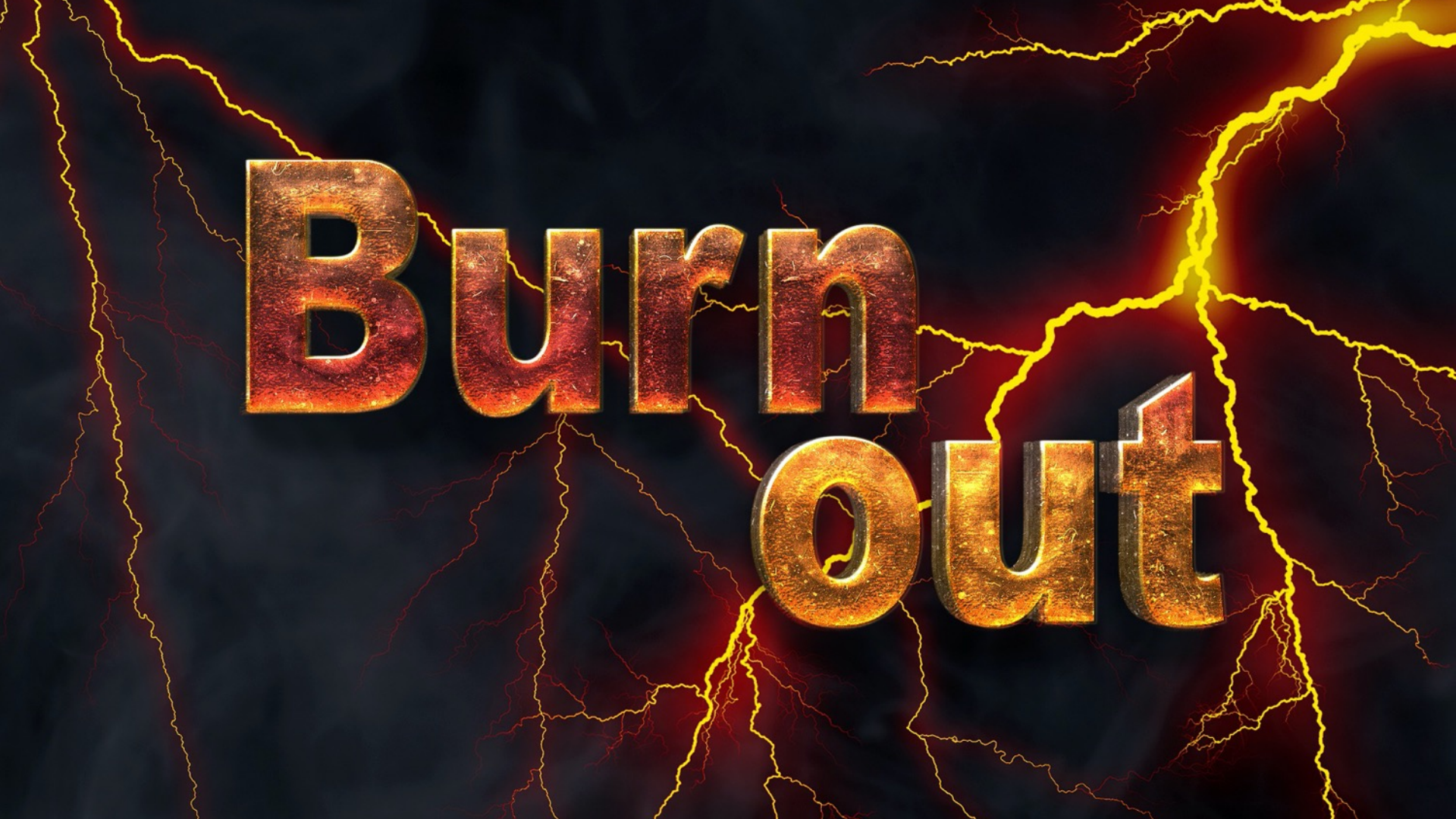
Knowledge & Abilities  

Support from peers & mgr. 

Control over work 



STRESS STRESS STRESS STRESS



**Burn
out**

A close-up photograph of a man in a dark suit, white shirt, and blue tie. He has a distressed expression, with his right hand pressed against his forehead and his eyes looking down. The background is blurred, suggesting an outdoor setting with other people.

Ineffective coping
strategies.





Apple

£2.00



Emotional Exhaustion

Cynicism

Detachment

Inefficiency

Feelings of Inadequacy



Beating Burnout

- Reduce exposure to stressors
- Seek out connections
- Shift your perspective
- Prioritise self-care

Monique Valcour, PhD

**What Can
We
Control?**





Creating Connections



**Vulnerability is the
only bridge
to build connection.**

Brené Brown

How important are connections?

1-4

5-7

8-10





**Where
does
connectin
g w/others
show up
on your
calendar?**

What = Same How = Different



CHANCE CONNECTIONS



Good



EMERGENCY

A photograph of a brick building with a large, red, 3D sign that reads "EMERGENCY" mounted on a grey metal railing. The building has several windows and a modern architectural style. The sign is made of thick, red, block letters and is mounted on a grey metal railing that runs along the edge of the building. The building is made of reddish-brown bricks and has several windows with white frames. The sky is clear and blue. The overall scene is brightly lit, suggesting a sunny day.

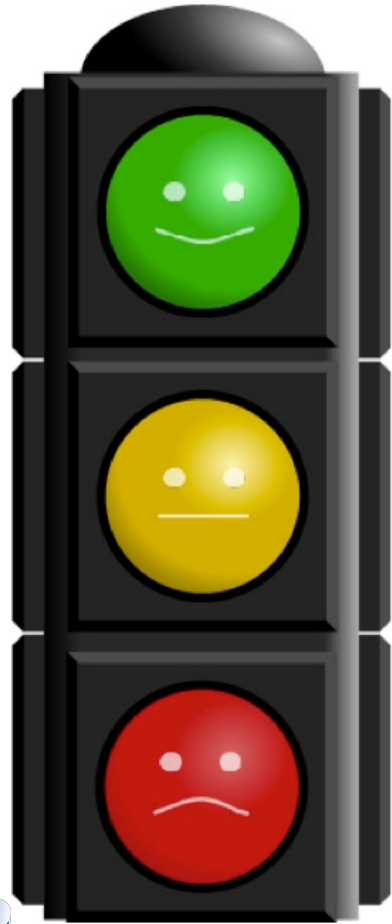




Better

Recognition & Appreciation





Traffic Light Check-in

**Ask about Support
& Well-Being**

www.ShortcutsToEngagement.com





CONSCIOUS CONNECTIONS



Best





One.
More.
Thing.

What can you
STOP doing that
would free up
time for creating
connections?





Micromanaging Habit meetings Drawn to drama Chasing “squirrels”



Satisfaction Snapshot

Name: _____ Date: _____

As you complete this questionnaire, please think of your job and your direct supervisor – not on the best day and not on the worst day. You can put "**Most of the time...**" before each sentence to keep yourself on track.

Rate **HOW IMPORTANT** each item is and **HOW SATISFIED** you are with that item in your job.

5 = Very; 4 = Moderately; 3 = Neutral; 2 = Not Very; 1 = Not

	How <u>important</u> is...	How <u>satisfied</u> am I with...
1. Connecting what I do to the strategic direction of the organization?		
2. Receiving regular feedback & coaching on my performance?		
3. Being part of a strong team of coworkers?		
4. Being asked for my opinion on changes in our department?		
5. Utilizing my strengths in my job?		
6. Being part of a compelling shared vision?		
7. Understanding what is happening at the organizational level?		
My supervisor holding all staff members accountable?		
Attending regular staff meetings?		
10. Having opportunities to grow and develop?		
11. ...		



**You CAN
make
Conscious
Connections
in a virtual
world.**



Hello -

**i enjoy video
calls with you**

place hand here
to activate



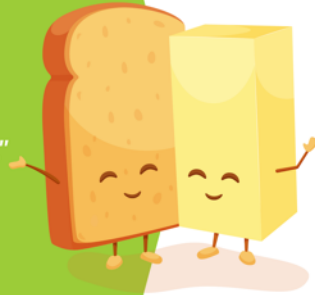
**Sending a virtual,
socially-distanced,
high-five**

2020



"Absolute rubbish.
Would not recommend."

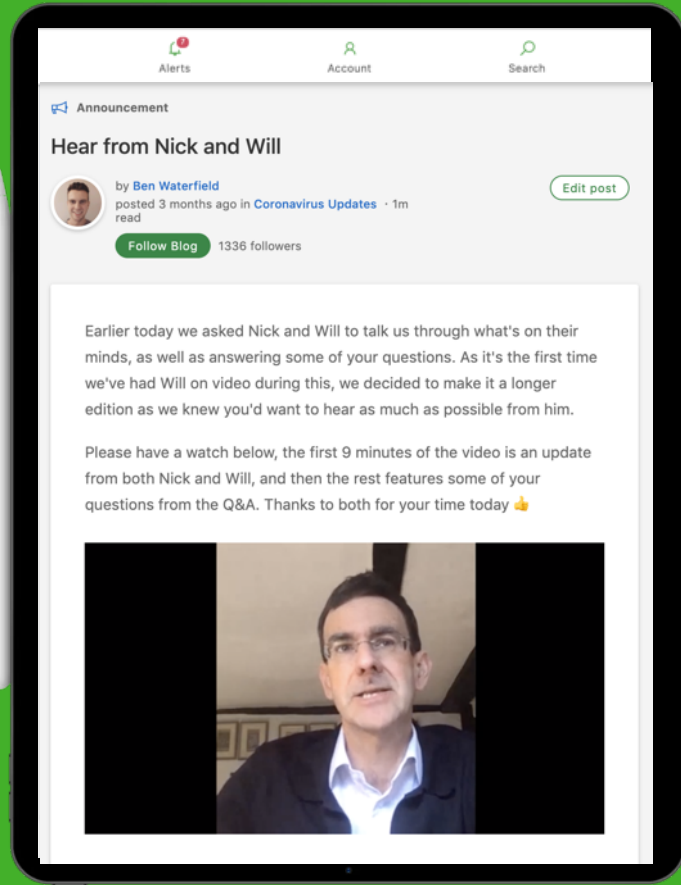
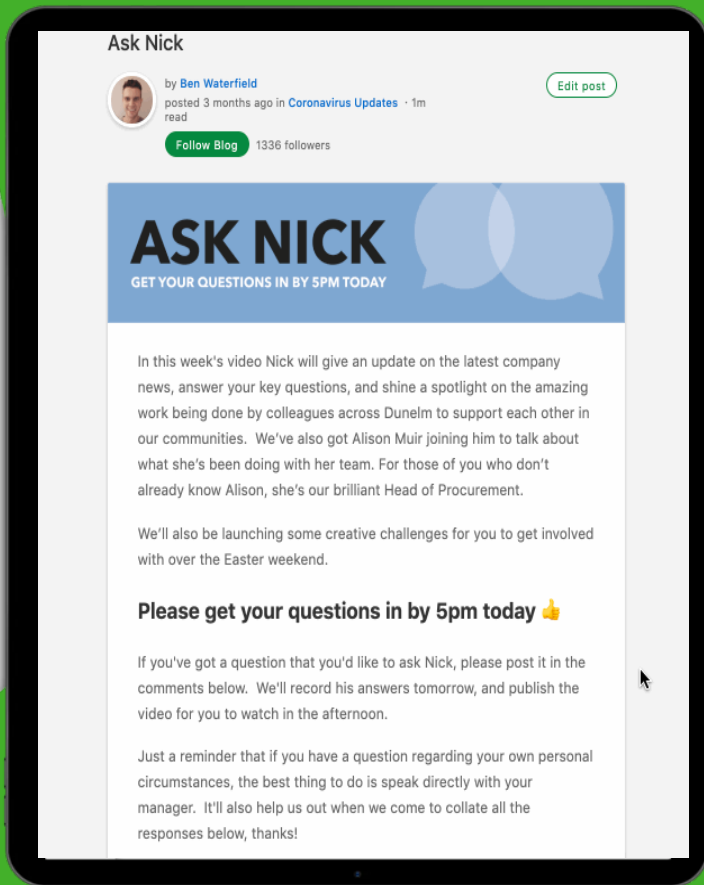
**But it was
a whole lot
butter with you!**



Finally!

2020 is in the BIN!





**Consider the
Strengths of
your Team**



To be finalized after including Vicki's content

Lead with vulnerability and inspire the workforce

Take time to focus on the people behind the work - eCards, packages, etc.

Get people involved in communication - asking for feedback and delivering it.



**Recognize
to Shift
Perspectives**



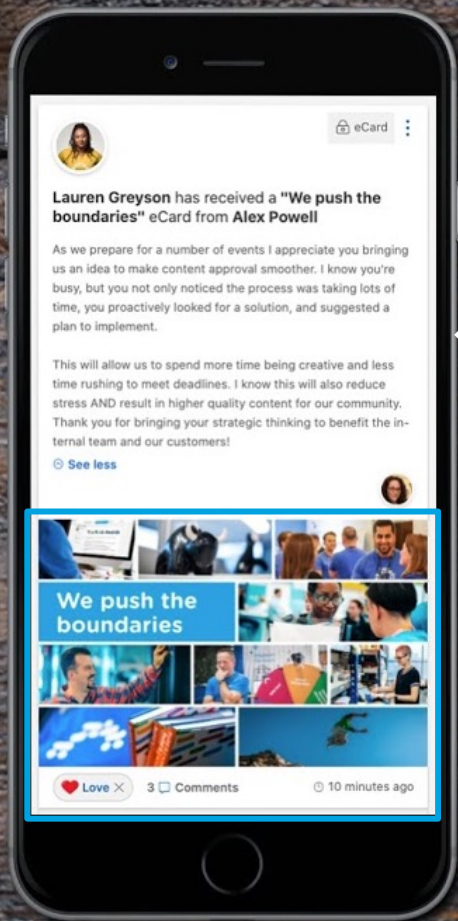
AVI Recognition




Tell the **ACTION**

Connect to a **VALUE**

Share the **IMPACT**





  eCard 

Lauren Greyson has received a "We push the boundaries" eCard from Alex Powell

As we prepare for a number of events I appreciate you bringing us an idea to make content approval smoother. I know you're busy, but you not only noticed the process was taking lots of time, you proactively looked for a solution, and suggested a plan to implement.

This will allow us to spend more time being creative and less time rushing to meet deadlines. I know this will also reduce stress AND result in higher quality content for our community. Thank you for bringing your strategic thinking to benefit the internal team and our customers!

[See less](#)

Action

Impact

Value





*How often do you receive
+ feedback?*

1. Daily
2. Weekly
3. Monthly
4. Never

Receiving positive feedback from...

1

Supervisor

2

Coworkers



GEN Y

Receiving positive feedback from...

1

Supervisor

2

Customers

3

Coworkers



GEN X

Receiving positive feedback from...

1

Customers

2

Supervisor

3

Coworkers



**BABY
BOOMERS**

ABC Nation

You're a Legend

Greetings



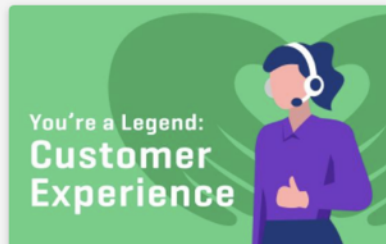
You're a Legend:
Integrity

Integrity



You're a Legend:
Leadership

Leadership



You're a Legend:
Customer Experience

Customer Experience



You're a Legend:
Collaboration

Collaboration



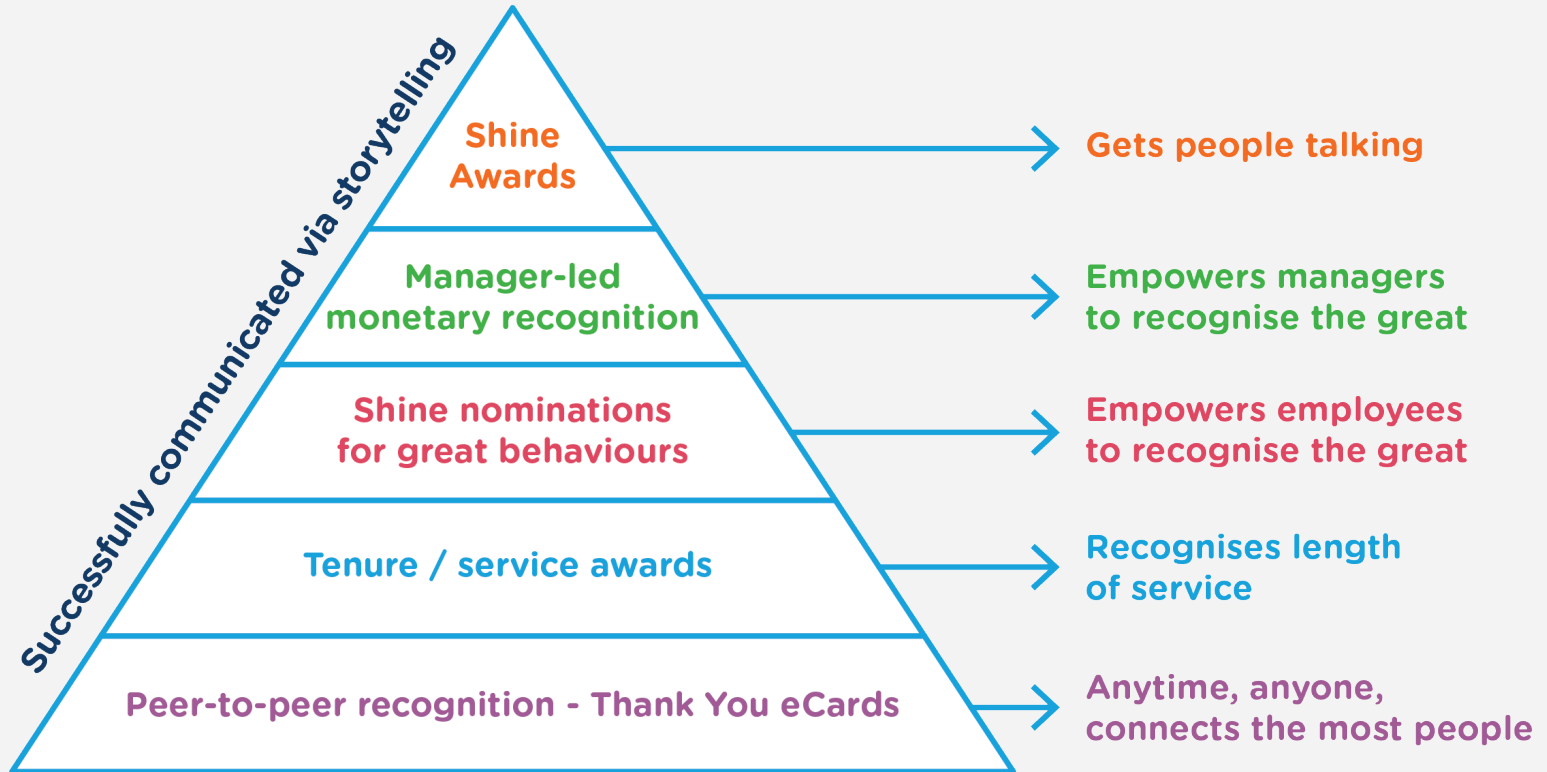
You're a Legend:
Taking Initiative

Taking Initiative

What are you most proud of?



Level-up recognition...





Choose your moment

ards

Greetings

SLT eCards

Competency recognition

ET e

Box of Kettle
on us



Box of Kettle on us

Extra break
time



Extra break time

Have a sandwich
on us



Have a sandwich on us

VIP parking
spot



VIP Parking Spot

Have a cuppa
on us

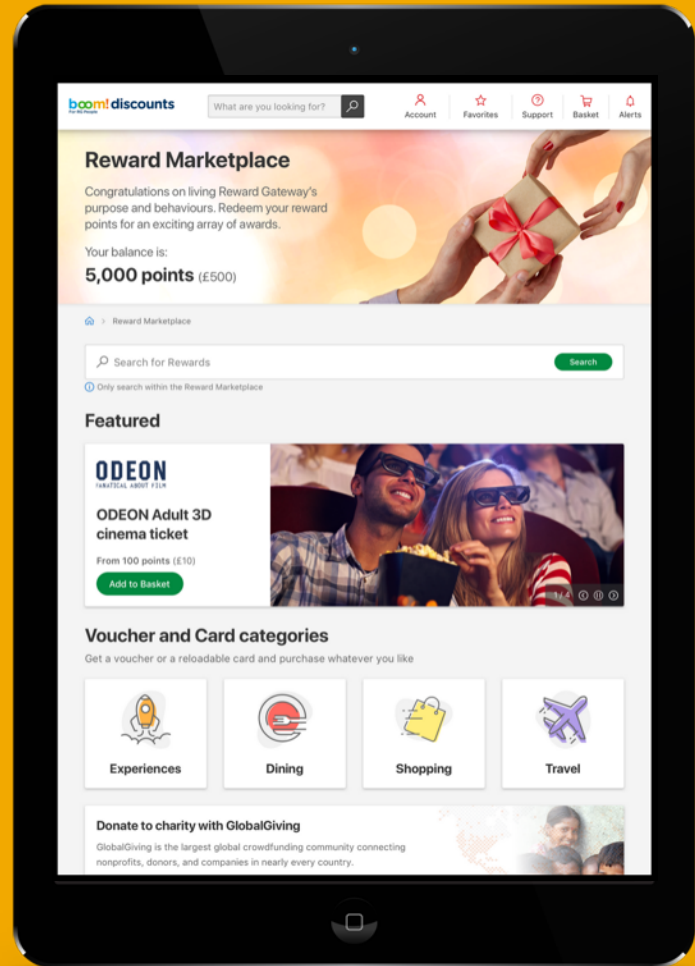
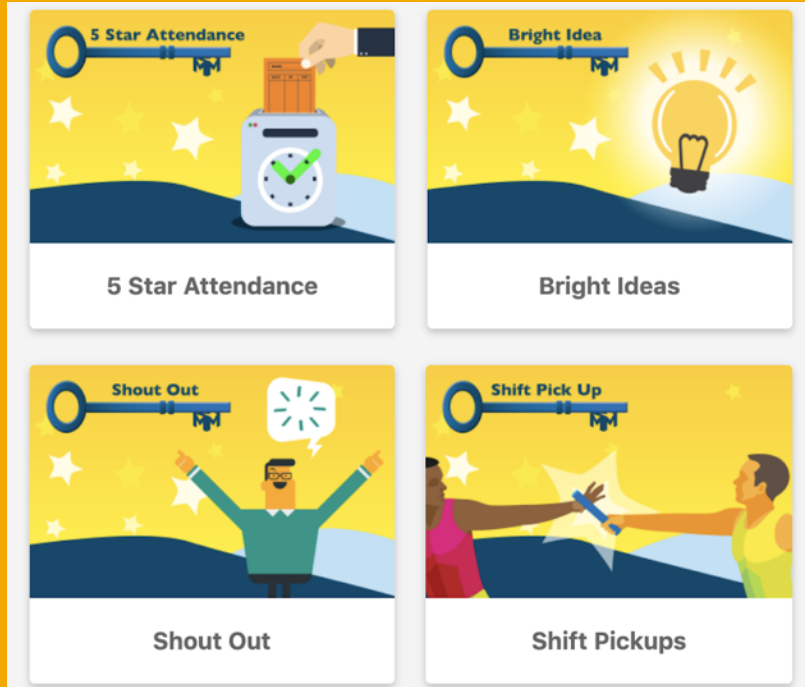


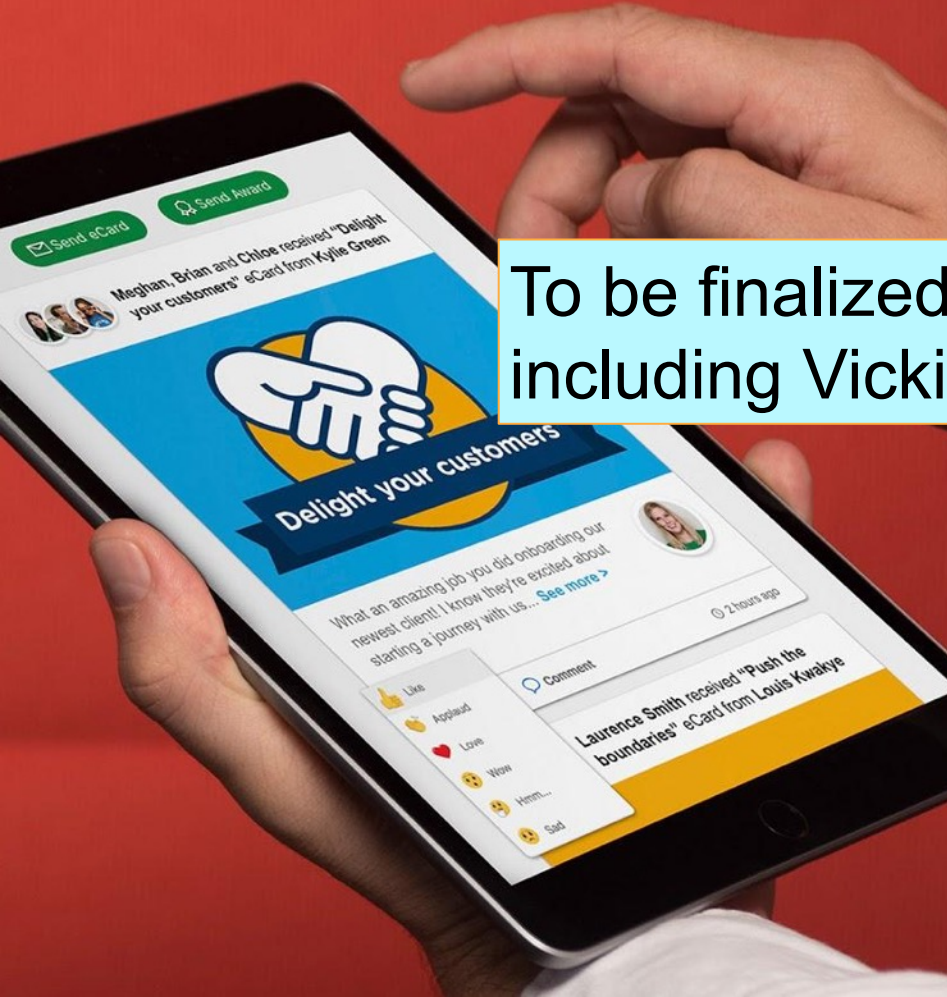
Have a cuppa on us

One hour
get away



1 Hour get away





To be finalized after including Vicki's content

Elevate recognition using AVI
(Action, Value, Impact)

Ask employees, "What are you most proud of?"

Increase recognition variety by creating a pyramid that matches your culture

Prioritise Self-care and Wellbeing



**How has our
definition of
wellbeing
changed?**





Engagement and wellbeing?

45%

more likely to be adaptable in
the face of change

Gallup

**Placeholder for Vicki's
slides on wellbeing and
self-care**



IT'S OK TO...

SAY YOU FEEL
isolated

Team Twinkl

IT'S OK TO...

look
FOR
advice

Team Twinkl

IT'S OK TO...

ASK OTHER
people
FOR
support

Team Twinkl

IT'S OK TO...

switch off
notifications
AT THE
end OF your
day

Team Twinkl

IT'S OK TO...

ignore
devices
DURING BREAKS

Team Twinkl

IT'S OK TO...

TELL SOMEONE
YOU'LL
get back
TO THEM
AS soon AS
you can

Team Twinkl

MyBenefits

Too much sitting around at home?

Get moving with MyBenefits and save \$\$\$ on the latest fitness equipment and work-out gear. Start something new today!



rebel

sportitude

The Athlete's Foot

Foot Locker

SmartKicks

LORNA JANE

asics

STYLERUNNER

Click the MyBenefits link in metime and discover 100's of ways to keep everyone entertained!



MyBenefits

has shopping for your essentials sorted!

Purchase a **Woolworths WISH eGift card**, use it to shop online and have your groceries delivered to your door.

Did you know?

Download the Woolworths Money app, link it to your SmartSpending app and get instant live balance updates for all your stored Woolworths WISH eGift cards.

WISH Gift Card



Click the MyBenefits link in metime for all your shopping essentials.



Staying home and looking for ways to entertain yourself?

MyBenefits

has great savings with your favourite retailers, from the latest tech toys at JB Hi Fi, online gaming at EB Games and all your favourite book titles at Booktopia, Dymocks, Kobo Books and more!



UNUSO

EB GAMES

kobo

JB HI-FI

booktopia

Book Depository

Click the MyBenefits link in metime and discover 100's of ways to keep everyone entertained!



Wellbeing Wednesdays

Meditation, Exercise, Cooking, Music, Tech Breaks, Walking Meetings, Reading & More





Jonathan Burg 1 day ago

Pic of me is from my walk earlier. I go down to a cup-de-sac a half a mile away that has some nice maples. Perfect quick walk to recharge and collect leaves for Viggo's art projects. Second pic is the long walk I do on the weekends at a local park/ farm... figured it's more award worthy :-)



2 files ▾



2



6



How much does negative Mental Health affect you?*



A lot



Not at all



What Mental Health conditions affect you or have affected you in the past?*

On a scale of 0 to 10, how well do you feel we support your Mental Wellbeing?*

0 1 2 3 4 5 6 7 8 9 10

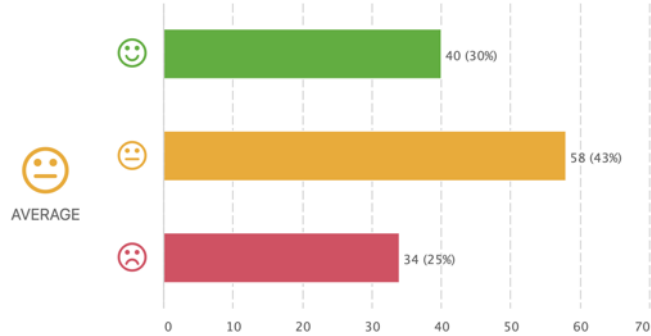
No Support

Excellent Support

What could we do to move your answer closer to a 10?*

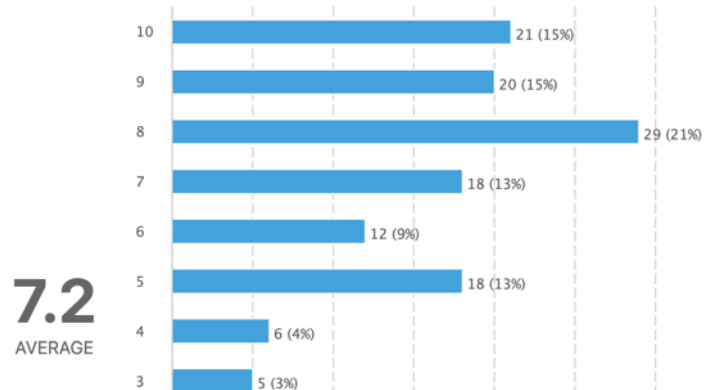
★ How much does negative Mental Health affect you?

132 responses (Required)



★ On a scale of 0 to 10, how well do you feel supports your Mental Wellbeing?*

supports your Mental Wellbeing?





boom!News

Latest news and updates



RG Products

Shortcuts to product knowledge



Benefits

Making RG a better place to work



MORE!

Ways to say 'Thank You'



My RG

Supporting your RG Journey



People & Teams

Directory and Team Hubs



Welcome to the **Wellbeing Centre**

Providing education, support and tools to help you live a healthier and happier life, because your wellbeing matters!



Quick Health Fact

Exercising when you are young will improve your brain function when you are older.

Move

Get active

Munch

Eat your way to a healthier you

Money

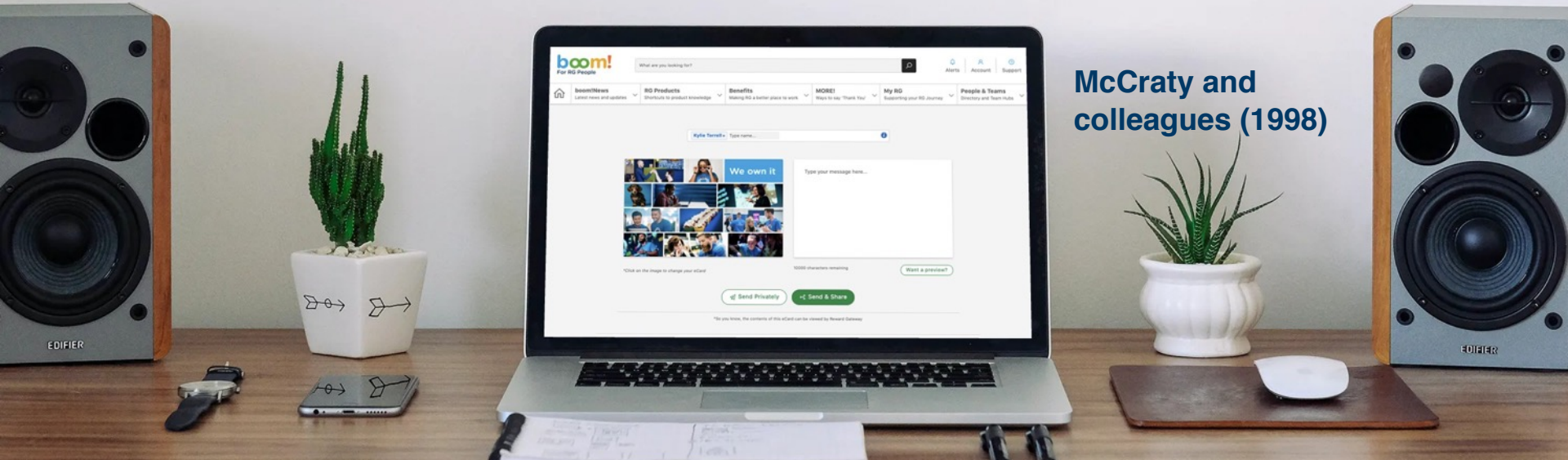
Financial wellbeing

Mind

Mastering your mental health

Set aside time to recognise feeling grateful:

- reduces cortisol (the stress hormone)
- improves cardiac functioning
- increases resilience to setbacks



McCraty and colleagues (1998)

To be finalized after
including Vicki's content

Highlight any programs you
already have in place.

Model wellbeing from the top and
give permission to make wellbeing
a priority.

Provide resources to support
multiple modes of wellbeing.

POLL



DRAFT Key takeaways

1

Creation
engagement

To be finalized after
including Vicki's content

People supports employee

2

Recognition is a powerful tool to shift perspectives. As people increase their focus on what IS working they will feel more hopeful and positive.

3

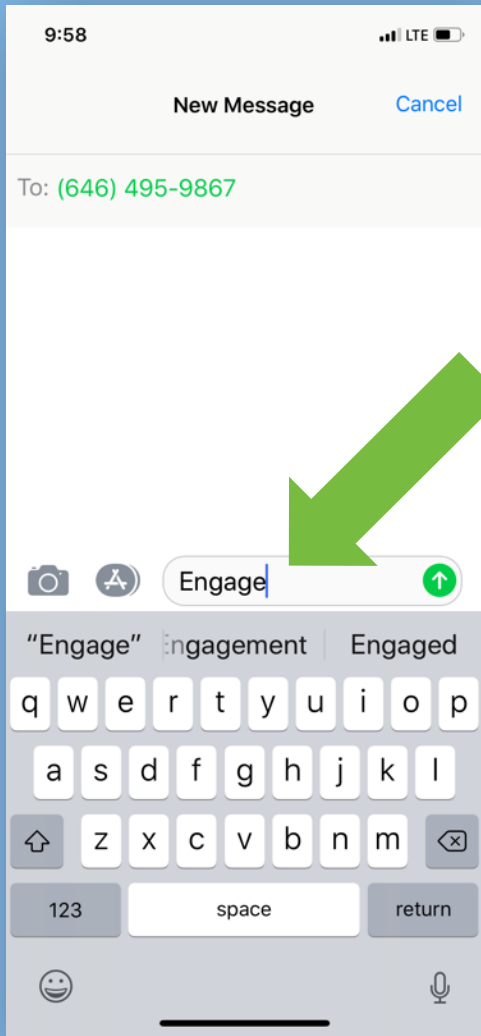
It's important for companies to provide access to wellbeing resources and create an environment in which their use is a priority.



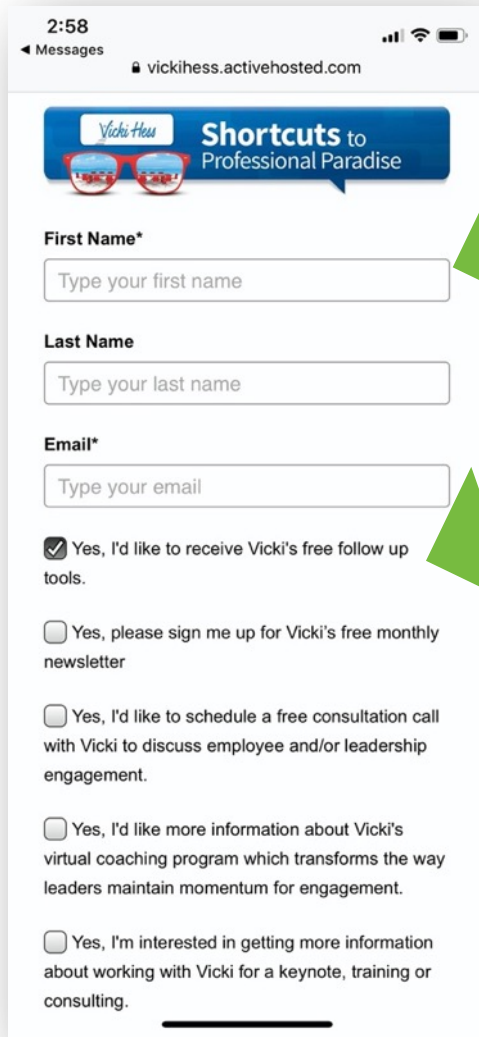
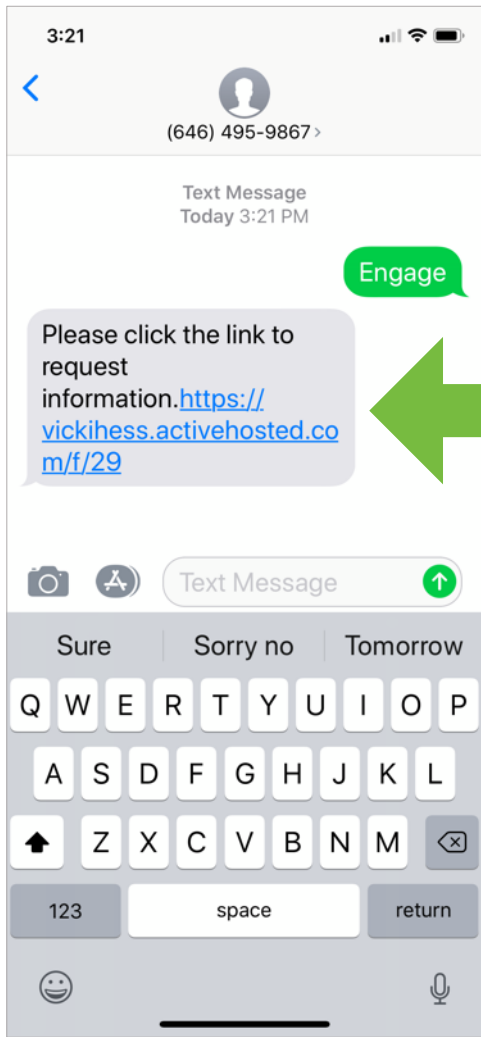
Almost every HR department I talk to is in the process of transforming.

*We no longer “serve the business” or “sit at the table.” We are central and critical to the company’s survival, response, and long-term **SUCCESS**.*

Josh Bersin, Global Industry Analyst
Founder of Bersin by Deloitte



Text Engage
to 646-495-9867



Text
Engage
to
646-495
-9867

Submit

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 tilted and positioned in the center of the frame. Surrounding the text is a dense, radial pattern of lines that emanate from a central point, creating a sunburst or starburst effect. The lines are primarily dark blue, but are interspersed with lines in various colors including orange, yellow, green, light blue, and purple. The overall composition is dynamic and energetic, suggesting a sense of movement and progress.

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