



RewardGateway
the employee engagement people

WORKSHOP WORKBOOK

Building a World-Class Recognition and Reward Program to Connect Your People



WORKSHOP WORKBOOK

4 Modules

01

Measure the R&R pulse in your organization

02

Build an unforgettable R&R brand your people will love

03

Develop your R&R framework

04

Keeping the flame alive



Module 1

Measure the R&R pulse
in your organization



1.1 Set the scene:

Business Name:

Your People:

Number of Employees:

Number of Offices:

Average Tenure:

Number of Locations:

Module 01 | Measure the R&R pulse in your organization

List current reward and recognition activities:

How does recognition and reward happen most frequently in our organization?

How would someone recognize or be recognized today?

What are the special recognition events that happen less frequently?

How would my people describe their current recognition experience?

1.2 Quick fire recognition and reward check

My people understand how their work contributes to company goals:

Disagree 1 2 3 4 5 Agree

People always use company values to guide their decision making:

Disagree 1 2 3 4 5 Agree

People always feel valued in this company:

Disagree 1 2 3 4 5 Agree

People receive regular recognition or praise for doing good work:

Disagree 1 2 3 4 5 Agree

I feel like I have the tools in place to recognize people in my team:

Disagree 1 2 3 4 5 Agree

Sample Employee Recognition and Reward Survey Questions

1. The mission, purpose and values of this organization excite me: 1 2 3 4 5
 2. I know what the company values are: 1 2 3 4 5
 3. I live the company values through my everyday actions: 1 2 3 4 5
 4. I always use the company values to guide my decision making: 1 2 3 4 5
 5. People always feel valued in this company: 1 2 3 4 5
 6. People receive regular recognition or praise for doing good work: 1 2 3 4 5
-
7. I receive frequent, meaningful recognition for my contribution: Yes/No
 8. My Manager recognizes me when I have achieved a goal or objective: Yes/No
 9. My team recognizes me when I have supported them: Yes/No
 10. I feel like I have the tools in place to recognize people in my team: Yes/No
 11. I know what the process is if I want to celebrate success or recognize someone: Yes/No
 12. I know when people in my team and the wider business are recognized: Yes/No

1.3 My Recognition BHAG*



The reason I want to build a better recognition and reward program in my organization is:

The Engagement Bridge



70%

of employees wish they would receive more recognition at work

79%

of employees say they would “work harder” if they felt their efforts were recognized

83%

of leaders say they could do more to recognize others

79%

of employees who quit their job cite lack of appreciation as a key driver

65%

of employees have said they have not been recognized in the last year

1.4 What is your organization's "Why?"

Encourage and reinforce high performance culture

Engage and motivate offline workforce

Celebrate organization's culture and values

To create a culture where people feel valued and appreciated

Create visibility for wins across the business

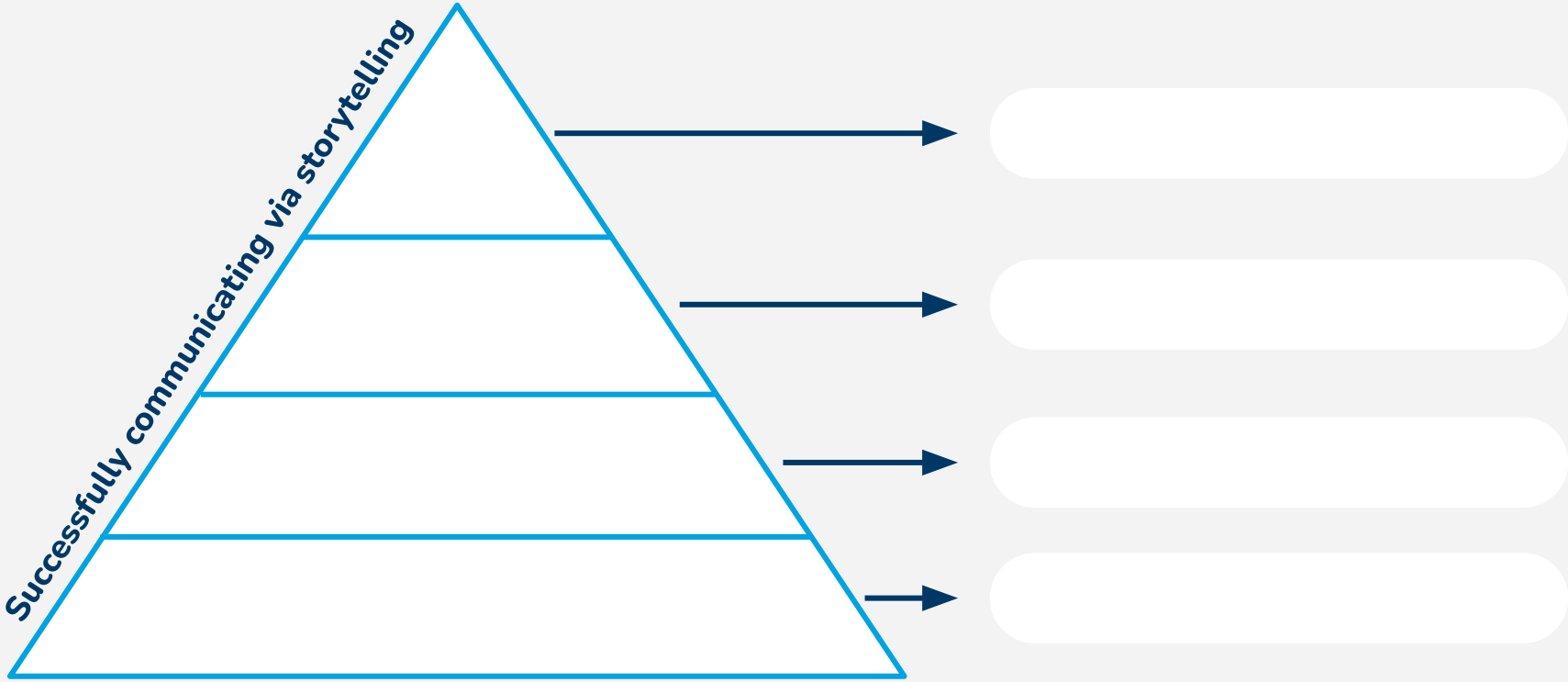
1.5 In which Quadrant of Employee Engagement do you think the majority of your people sit?



Recognition Pyramid



1.6 How would you layer your recognition pyramid?



1.7 The 6 Pillars of Recognition Success

Highlight the areas where you're doing well and those in which you see opportunities to enhance the employee experience.

Individual

Links to contribution, career, development, performance, feedback and motivation.

Visible

Visible to the business.
Visibility for individuals.

Empowering

Leaders are enabled, educated and have the tools to get on with it.

Consistent

Set rhythms, links to values, impact and outcomes, measured.

Timely + Authentic

All employees can be recognized as close to the action as possible and are given the freedom to recognize in an authentic way.

Accessible + Fair

Anytime, anywhere, Anyone with clearly defined and communicated process.

Module 2

Build an unforgettable
R&R brand your
people will love



2.1 Name Your Reward and Recognition Program!

MyBenefits

boom!
For RG People

The Daily
Docket

boom box



THE TREEHOUSE

SOAR

CONNECT ME
ENGAGE. RECOGNIZE. CELEBRATE.

UniVerse

eHub
Enhancing Communication and Community

THE SPOTLIGHT
Credit where credit is due

Control Center

THE COOP

the daily
refresh

My Program
Name Ideas

2.2 Greetings & Values

Which greetings, business values and strategies would your people like to see represented on eCards?

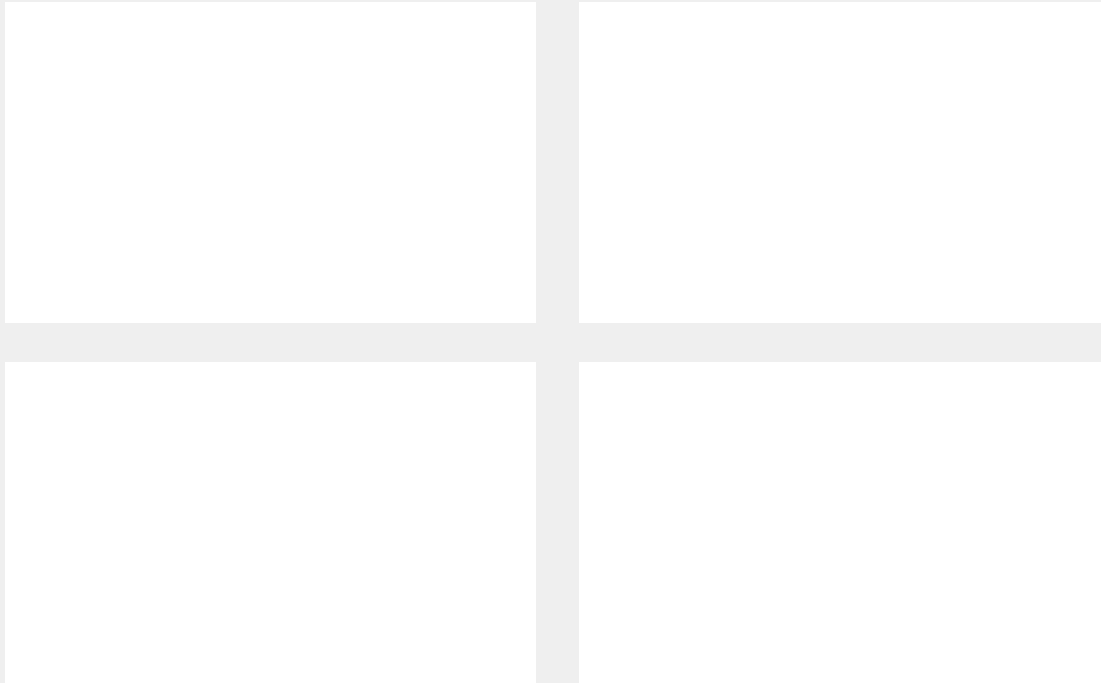
Values or Behaviors	Strategic Goals	Greetings
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Examples Greeting eCards



2.3 Your eCards Design

Scribble your design ideas!



Module 02 | Build an unforgettable R&R brand your people will love

Examples Values eCards



Module 3

Develop your R&R
framework



Recognition Pyramid



What to consider for Nomination Awards

Individual
or Group

Budget

Award Values

Reward
Values

Approval
Process

Approvers

Communication

Nomination
Criteria

Eligibility

Visibility

Visuals

Nomination
Window

3.1 Nomination Programs

MAKE YOUR NOMINATION HERE: * indicates a required field

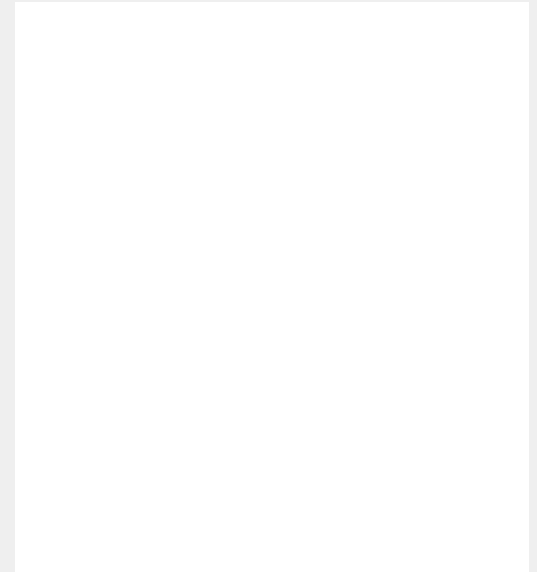
Name:*

Award:*

Which value or values the person demonstrated?*

- We delight our customers
- We work hard
- We think global
- We love our job
- We are human
- We speak up
- We own it
- We push the boundaries

Award Reason:*



3.2 Types of Nomination Programs

What types of programs can you see/would you like to see existing in your organization?

Always On



Time Bound
i.e.: Quarterly Values
Ambassador



Segmented
i.e.: Customer Service Team
Star of the Month



3.3 Nomination Programs - Structure

Budget

i.e.: \$12,000 per annum

Award Values

i.e.: \$1000 per month

Reward Values

i.e.: 5 winners get \$200

Nomination Window

i.e.: 1st - 28th each month

Nomination Criteria

i.e.: Values Tick Box + Impact story free text

3.4 Nomination Programs - Participants

Eligibility

i.e.: All employees can nominate/be nominated

Approvers

i.e.: P&C Committee

Individual/Group Nominations

i.e.: Individuals only

3.5 Nominations

Scribble your design ideas!

Examples Nomination eCards



What to consider for Manager-led Awards

Payment
Process

Budget

Award Values

Communication

Award Reason

Reward
Values

Eligibility

Visibility

Engaging
Managers

3.6 Manager-Led Recognition

What budget will be allocated to empower Instant Manager Led Recognition?

What level of Manager will be allocated reward budget? How many Managers are there?

What is the value of Reward our Managers allocate? i.e.: \$10, \$50, \$100

What will we call tiers i.e.: Good, Better, Best

Design Manager Led eCards i.e.: Game Changer

3.7 Manager Reward eCards

Scribble your design ideas!

Examples Rewards eCards



3.8 Service Milestones

Number of Years	Financial or Non-financial	Value or Item

Examples eCards



3.9 Reward Budgets and Ideas

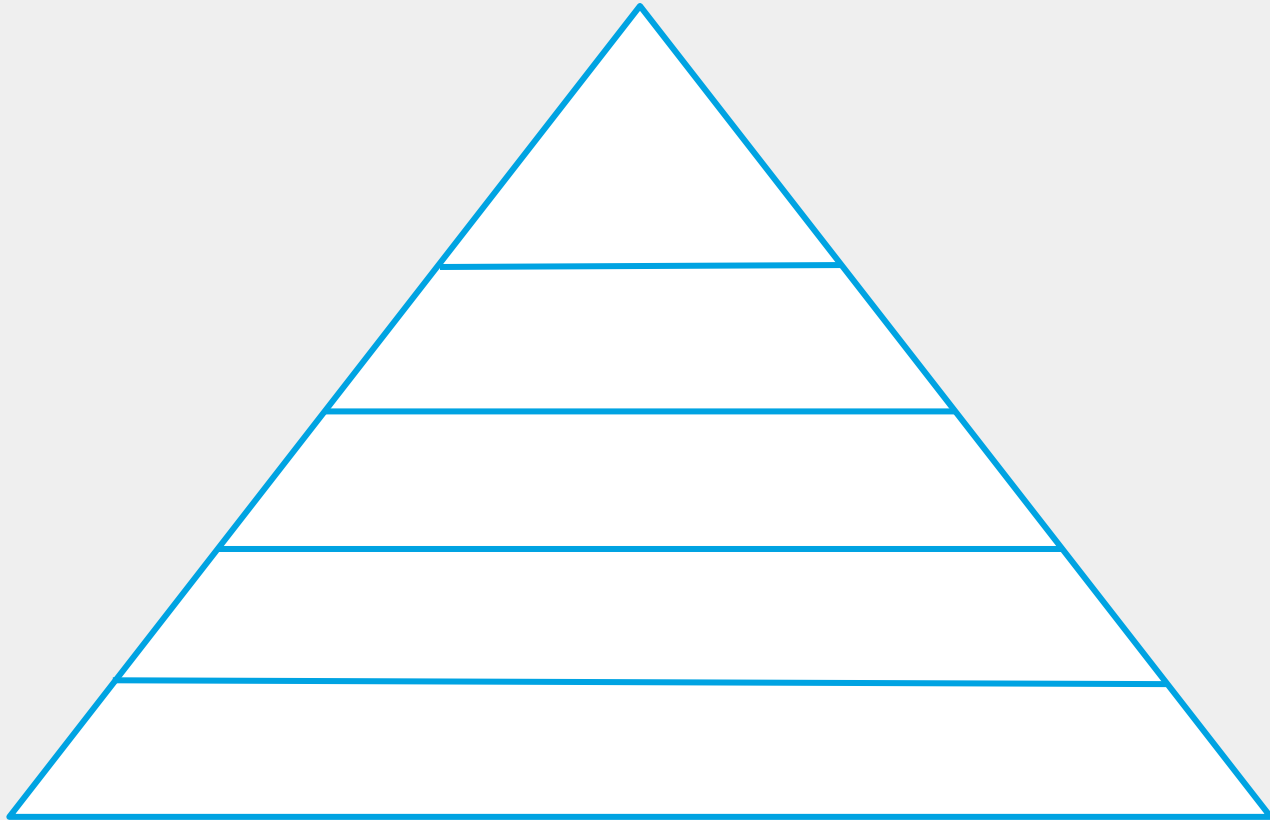
How much budget do we currently allocate for Recognition and Reward?

How is the budget managed/tracked?

Where could we “repurpose” budget to deliver a more impactful engagement experience?

What kinds of rewards could we include that are unique? Or that would get people excited? i.e.: Lunch with the CEO

3.10 Your Reward Framework



Module 4

Keeping the flame alive



4.1 Onboarding Communication Channels

Creating multiple touchpoints to enhance visibility of your recognition brand and help educate employees

Emails, social networks, intranet, digital networks

Videos, webinars, TV screens, meeting backgrounds, splash screens

Printed posters, flyers, postcards, desk / site drops

Champions program + manager briefing packs

Onsite roadshow (if allowed)

Branded merchandise

The image features a central text message in a bold, dark blue, sans-serif font, slanted upwards. The text is surrounded by a dense, circular pattern of thin, radiating lines in various colors, including black, blue, orange, green, and purple, creating a sunburst or starburst effect. The lines are of varying lengths and are distributed evenly around the text, filling most of the frame.

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