TRICIA MIKOLAI
Managing Director - Oceania
BI WORLDWIDE

FACT: On average 70% of your workforce is disengaged.
Research consistently shows that engaged employees outperform their disengaged colleagues; and organisations with high levels of engagement achieve greater financial results than their peers.

FACT: 90% of business leaders agree employee engagement impacts business success, but only 25% of them have a strategy to improve it.
Build a program that motivates long-term behaviours in employees that align with your strategic objectives.

Linking a Recognition Program to Your Strategic Goals

Achieve growth:
- Companies with low levels of engaged employees have a 32.7% decline in operating income.
- A 1% increase in employee engagement predicts an incremental 0.6% growth in sales.

Keep leadership informed:
- Executive dashboards provide real-time results and activity from the top program level down to individual employees.
- Administrator analytics answer key program questions and identify areas for improvement, further investigation and celebration.

Streamline processes:
- Single-sign-on and integration with other third party enterprise systems simplify the employee participation experience.
- Reduce administration time with one central communication, tracking, recognition and rewards fulfillment hub that can manage organisation-wide initiatives concurrently with local programs.

Maintain compliance:
- Track and monitor reward spend across all initiatives through one platform.
- Participant access is automatically controlled by their login credentials based on their department, job title or geographic location.

Reduce costs:
- Higher employee retention reduces overall recruitment, on-boarding and training costs.
- Engaged employees have higher well-being leading to fewer accidents, errors, absenteeism and use of personal leave.

Companies with engaged employees see 23% greater customer loyalty and a 26% greater annual increase in revenue.

Aberdeen Group

Linking a Recognition Program to Employee Engagement

Better employee survey scores:

- Employees' increased satisfaction with recognition leads to increased satisfaction with managers and a stronger connection to the organisation's mission.
- Better scores correlate to employees' outlook that they have opportunities to grow within the organisation and an increased commitment to do their best work every day.

Higher enrolments:

- Real-time reporting on number of logins and number of visits; measurement against industry benchmarks and best-in-class programs.
- Enrolment reports by department, job title, geographic location and other parameters to identify areas for action.

Greater usage:

- Monitor key recognition participation metrics at the participant and manager levels to measure active participation.
- Administrator and manager DIY tools for quick and easy self-service.

> Recognition has a hugely positive impact on employee engagement - with **41% of the variance in engagement attributable to the strength of recognition** an employee receives.
>
> *Greg Bartlomiejczuk*
> *Cornell University*

Increased retention:

- 40% of employees plan to leave their organisations because they don't feel valued.
- Organisations with high levels of engagement have significantly less voluntary turnover – 25% less in high-turnover industries, 65% less in low-turnover industries.

Higher quality work:

- Disengaged employees make 100 times the number of errors compared to their engaged colleagues.
- 88% of employees with KPIs aligned to the organisation's strategy are highly engaged.

> Recognition is a significant employee engagement driver. For every 10% increase in recognition, **performance commitment scores increase by 4.7%** and intent-to-stay scores increase by 10%.
>
> *McLean & Company*

An Engaging Exercise

In an organisation of 1,000 employees, the average number of engaged people is 300 (30%), or "baseline."

Upon launching a strategic recognition program, benchmark data shows:

Timeline	Phase	Benchmark*	# Employees	Engagement Over Baseline
Year 1	Build awareness	40% unique logins 2 recognitions/person/year	400 employees 2,000 recognitions sent	Increase 33% Increase 2,000 recognitions
Year 2	Drive use and adoption	65% unique logins 3 recognitions/person/year	650 employees 3,000 recognitions sent	Increase 116% Increase 3,000 recognitions
Year 3	Cultural internalisation	85% unique logins 5 recognitions/person/year	850 employees 5,000 recognitions sent	Increase 183% Increase 5,000 recognitions
		Total of 10,000 recognitions over three years – an average of 3/person/year		

Measured against the total eligible population of 1,000 people.

Best-in-class organisations set annual targets for achieving both program performance and business objectives.

	Best in Class Performance
Year 1	83% unique logins 5 recognitions/person 95% manager participation 92% unique receivers
Year 2	84% unique logins 7 recognitions/person 91% manager participation 100% unique receivers
Year 3	86% unique logins 7 recognitions/person 96% manager participation 91% unique receivers

Additional business objectives to measure against:
• 48% fewer safety incidents
• 37% lower absenteeism
• 25 – 65% lower turnover
• 21% higher productivity
• 28% less shrinkage
• 41% fewer quality incidents
• 10% higher patient satisfaction

To learn more about how BI WORLDWIDE can help get design a reward and recognition program that gets results, visit BIWORLDWIDE.com.au or email enquiries@au.biworldwide.com.