



RewardGateway
the employee engagement people

Build Culture and Connection through Communications and Recognition



Who will you hear from today?



Alexandra Powell

Director of Client Culture
& Engagement



Heather Shafer

Professional Development
Manager



RewardGateway
the employee engagement people



What's on the agenda today

- 1 The state of the workforce

- 2 Enhancing recognition

- 3 Increasing communication success

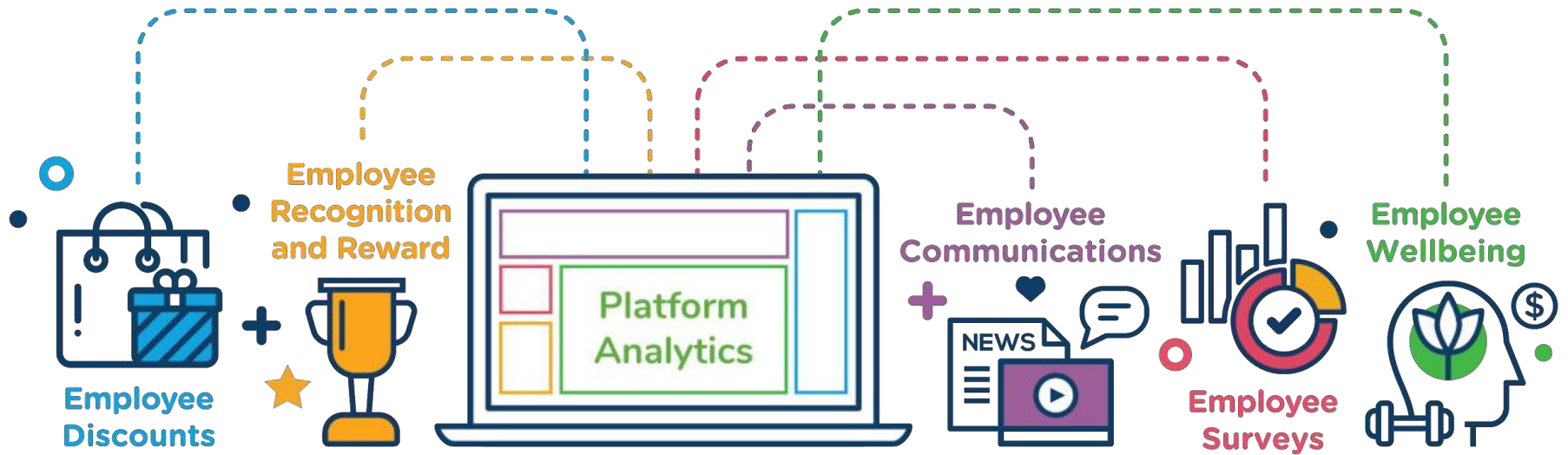
- 4 Planning for the future

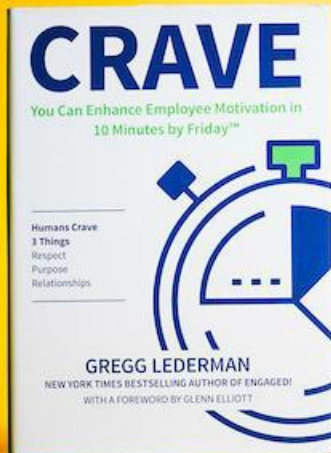


The image features a central text message in a bold, dark blue, sans-serif font, slanted upwards. The text is surrounded by a dense, sunburst-like pattern of thin lines radiating outwards. Most lines are black, but several are colored in shades of blue, orange, green, and purple, creating a vibrant, energetic effect.

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

Reward Gateway's Employee Engagement Platform







RG FOUNDATION





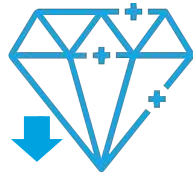
Time for Q&A

Got a question?
Please submit via
GoToWebinar

The Impact of Demotivation



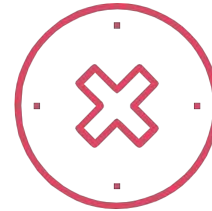
Productivity
decreases
(49%)



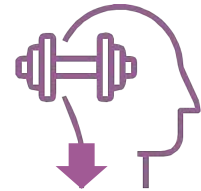
Quality of
work reduced
(39%)



Quality of
diet declines
(30%)



Mood
worsens
(62%)



Mental health
declines
(48%)

HR Leaders believe their people are...

 59%

More
stressed

 41%

Less connected
to colleagues

 32%

Less connected
to their
company

 34%

Less engaged
since the outbreak
of the pandemic

71%

of HR Leaders say 2020 was the most stressful year of their careers.



RewardGateway
the employee engagement people

The Marine Federal Credit Union Story





MFCU Culture Journey

- Culture lives with Operations (not HR)
- Culture was important, but wasn't managed
- Realization: gaps between who we THOUGHT we were vs. who we were



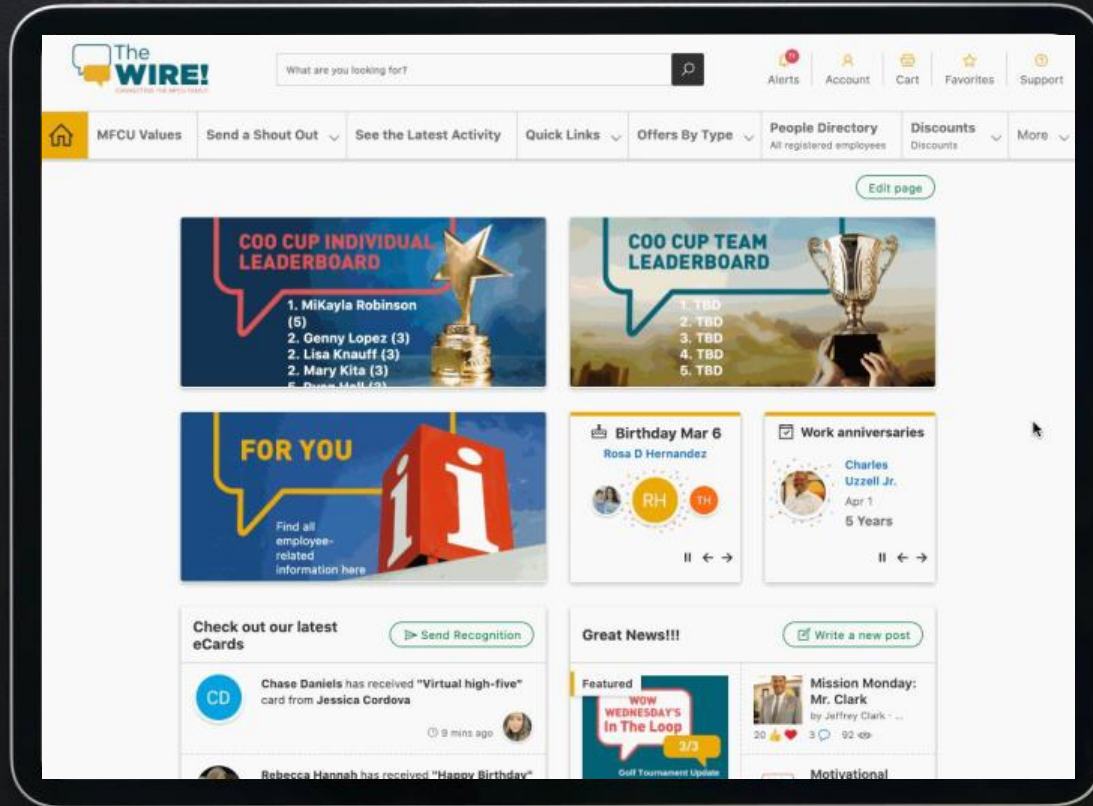


Starting Point

- Messaging inconsistent and scattered
- Great work not visible to senior leadership
- Recognition left to area managers
- No way to measure culture



- Recognition
- Communication
- Discounts
- Benefits Information
- Usage Analytics



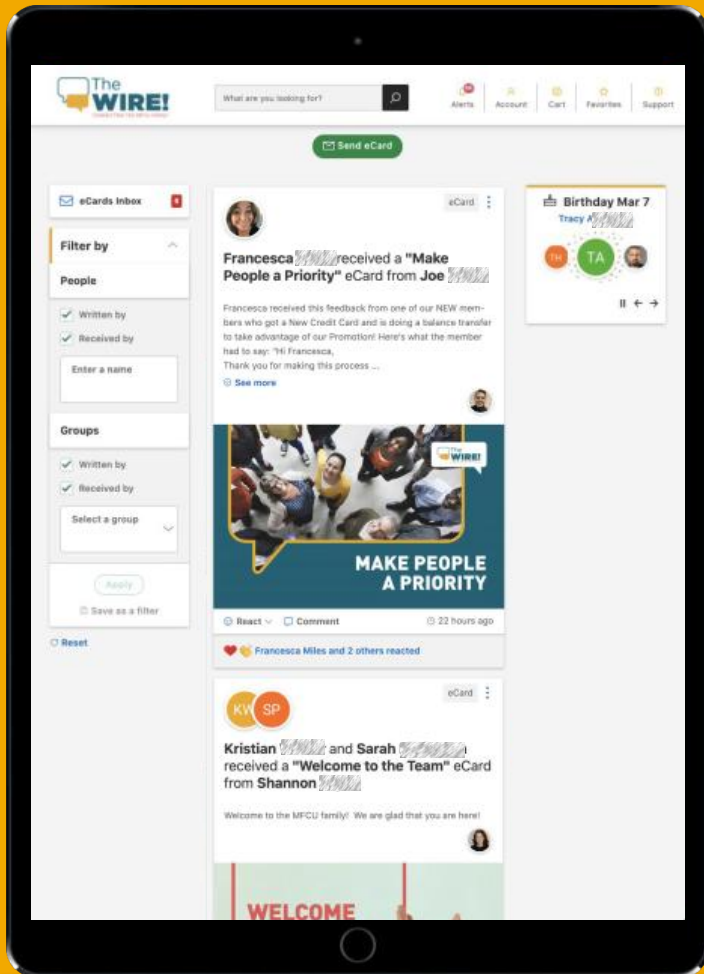
The image features a bright yellow background with several gold trophies scattered around the central text. The trophies are of various designs, some with black bases and others with gold bases. The central text is in a bold, white, sans-serif font.

Recognition
Drives Motivation

80% of senior leaders claim that employees are recognized monthly, but only **17%** of employees think their organization's culture strongly supports recognition.



RewardGateway
the employee engagement people



Recognize
to Engage



Recognize to Engage

- Focus on peer-to-peer: 61% sent by front-line employees
- Encourage people to comment and react to add impact to recognition
- Encourage strategic recognition (Action, Value, Impact)
- **Results:** 88% of employees have been recognized formally



Layers of Recognition





The WIRE!

**MAKE PEOPLE
A PRIORITY**

Make People a Priority



The WIRE!

**LIVE BETTER
TOGETHER**

Live Better Together



The WIRE!

**DO THE
RIGHT THING**

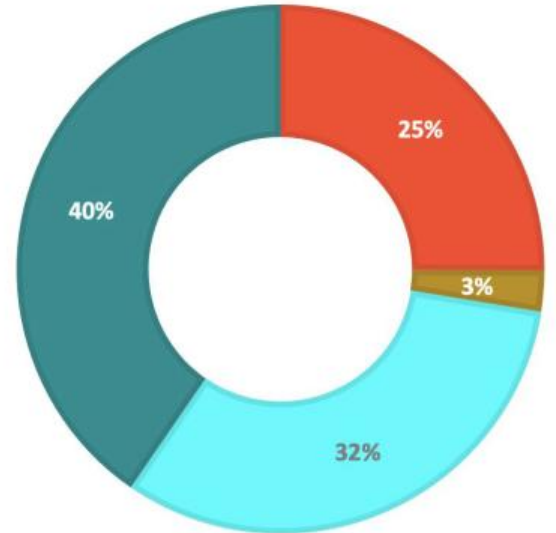
Do the Right Thing



The WIRE!

**BE A SOLUTION
SEEKER**

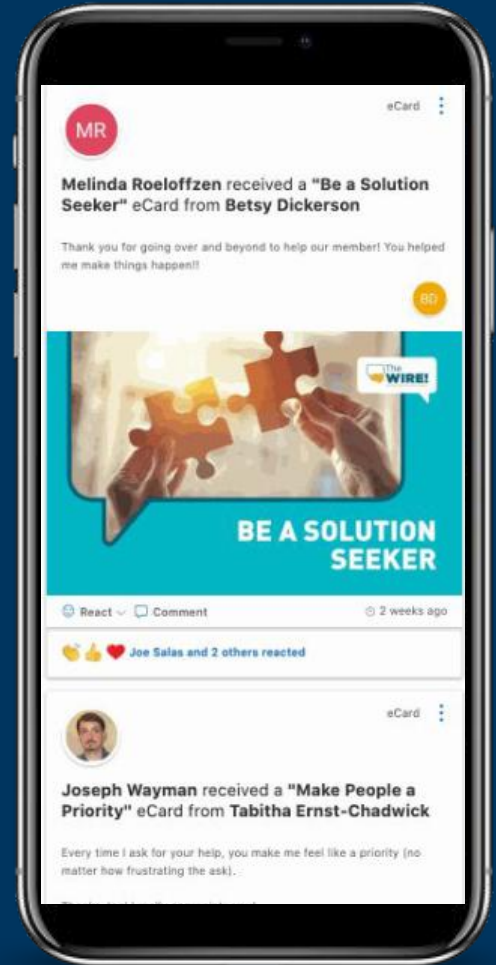
Be a Solution Seeker





Best Practices to Share

- Remind people to make recognition formal
- Ask for cross-functional recognition
- Recognize for actions that achieve goals
- Partner with experts; be open to feedback





Time for Q&A

Got a question?
Please submit via
GoToWebinar

Improving Connection and Communication





Covid-19 Heroes!



Thank you!



Virtual high-five



You're a Star!



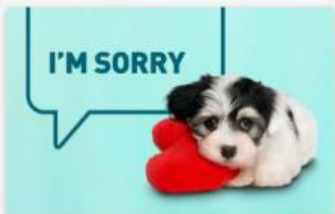
Congratulations



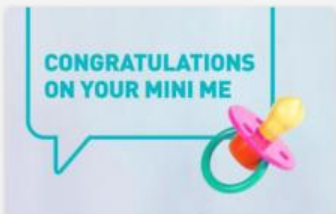
Welcome to the Team



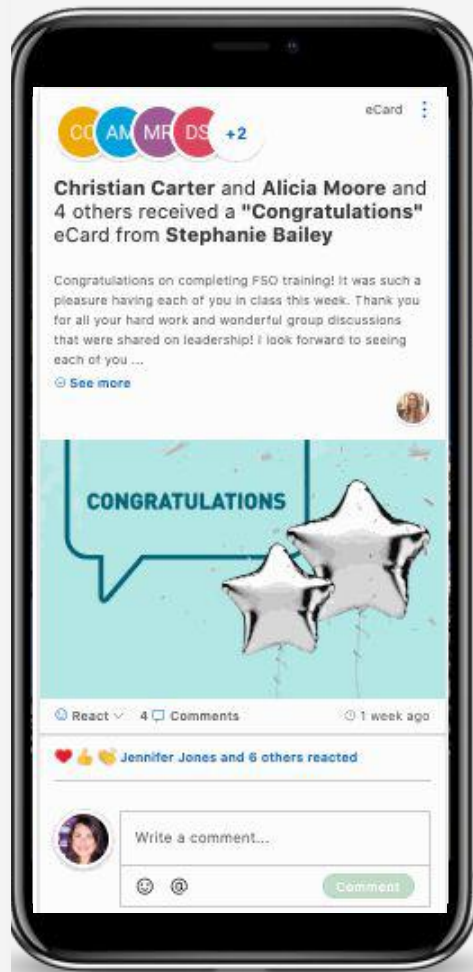
Happy Birthday



I'm Sorry



Congratulations - Mini Me





Great News Feed

- Provides information in one reliable place:
More than 2500 views in February (about 10 per employee)
- Allows for two-way communication to build community (questions, comments, reactions)
- Regular weekly schedule

Mission Monday

Messages from Executive Leadership

Wow Wednesday

Updates on Credit Union events

Fun Friday

Employee Spotlights and employee updates

Check out our latest eCards

[Send Recognition](#)



Lisa Huff has received "Virtual high-five" card from Mikayla Robinson

2 ❤️

🕒 1 day ago



Stephanie Bailey has received "Thank You" card from Mikayla Robinson

2 ❤️

🕒 1 day ago



Pamala, Mya and others have received "Virtual high-five" card from Stephanie Bailey

5 ❤️ 1 💬

🕒 2 days ago



[See all >](#)

Great News!!!

[Write a new post](#)



Headshot Days!

by Caitlyn Ayres · ...

10 ❤️ 43 👁



Wow Wednesday's In

by Judy Dove · ...

9 ❤️ 54 👁

Fun Friday - Employee Spotlight and Shout Outs!

by Trisha Scott · 2 days ago

16 ❤️ 3 💬 42 👁



Motivational Monday - Feb 22

by Judy Dove · ...

6 👍 31 👁

[See all posts >](#)

DISCOUNTS

Save money on hundreds of retailers you shop at every day!

The MINE!

[Write a new post](#)



Chart 95

by Ryan Lycans · ...



Chart 94

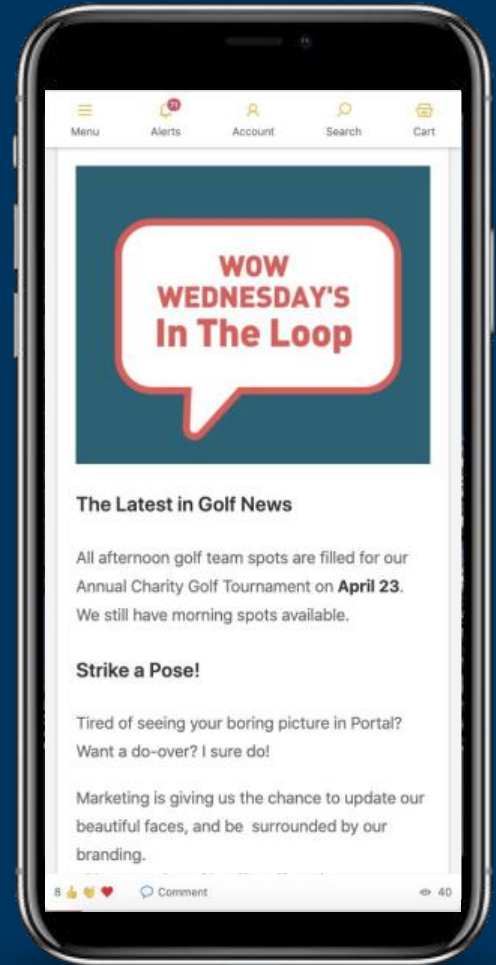
by Ryan Lycans · ...

[See all posts >](#)



Best Practices to Share

- Don't over post! Group information to prevent overwhelm.
- Allow information to be searchable
- The post's author matters to viewership
- Leadership interaction ups employee views





Building on Progress

- Share cultural ownership outside Operations
- COO Leaderboard contests
- Bring in department leaders as authors and commentators with communications
- Add manager-led monetary rewards

COO CUP INDIVIDUAL LEADERBOARD

1. MiKayla Robinson (5)
2. Genny Lopez (3)
2. Lisa Knauff (3)
2. Mary Kita (3)
5. Ryan Hall (3)



**BE A SOLUTION
SEEKER**

Questions?



Alexandra Powell

Director of Client Culture
& Engagement



Heather Shafer

Professional Development
Manager



RewardGateway
the employee engagement people



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

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 arranged in three lines and is slightly tilted. It is set against a background of a dense, radial pattern of lines. Most lines are dark blue, but there are several lines in various colors including red, orange, yellow, green, and purple, creating a vibrant, sunburst-like effect. The lines radiate from the center of the text, extending towards the edges of the frame.

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