

# Employee Engagement, Rewards & Recognition

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JUNE 8, 2018



# Agenda

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1. Introductions
2. Community agreements
3. Engagement
4. Rewards & Recognition
5. Resources



# Introductions

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- Name
- Role/Title
- Department/Center
- How long you've been a supervisor
- How many people you supervise

# Community Agreements

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- ❖ We are colleagues.
- ❖ We will maintain confidentiality.
  - No names
  - Take away the lessons; but leave the stories here
- ❖ Others?

# Opening Thought

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"Clients do not come first.  
Employees come first. If you  
take care of your employees,  
they will take care of the clients"

~Richard Branson~

**“The way your **employees** feel is the way your **customers** will feel.”**

-Sybil F. Stershic

# What is engagement?

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# Engagement levels

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**Engaged** – Employees work with passion, feel profound connection to their employer; they drive innovation and move the organization forward.

**Not Engaged** – Employees are “checked out”; they’re sleepwalking through their workday, putting time – but not energy or passion – into their work.

**Actively Disengaged** – Employees aren’t just unhappy at work; they’re busy acting out their unhappiness; every day these employees undermine what their engaged colleagues accomplish.

# Typical Engagement Levels

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■ Engaged 33%

■ Not Engaged 51%

■ Actively Disengaged 17%

Managers account for

70%

of the variance in engagement level.

Source: Harter and Adkins, *Employees Want a Lot More From Their Managers*, Business Journal, April 8, 2015

# Impact of Employee Engagement

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Productivity



Turnover

Absenteeism

# Factors that influence engagement

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# Factors that influence engagement

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- **Meaning** – understand how your work relates to mission
- **Support** – relationship with supervisor
- **Competence** – growth/development opportunities

# Great supervisors...

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- Build trusting relationships
- Translate organizational goals into clear individual goals
- Are consistent in their communication and style
- Allow employees to have ideas, and learn their own lessons
- Forgive and forget
- Support others without seeking credit
- Value and invest in their people



# Break

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## Take 5!



# What motivates good performance?

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- Paycheck??
- Nature of the work??
- Co-workers??
- Supervisor??



**“Paychecks can’t buy passion.”**

-Brad Federman

An employee's  
motivation is a  
direct result of  
the sum of  
interactions  
with his or her  
manager.

- Bob Nelson

# Employee Motivation

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*Employees who feel great about their work are more motivated to stay.*

- **Relevance:** Why do we do what we do? Who benefits?
- **Enable progress:** Anticipate and help overcome obstacles
- **Show appreciation:** Acknowledge their contributions and achievements

Source: Lai, Lisa, *Motivating Employees is Not About Carrots or Sticks*, Harvard Business Review, June 27, 2017

# Rewards & Recognition

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Why should you reward and recognize good performance?

- ✓ Support
- ✓ Competence

# R&R Best Practices

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- Inconsistency
- Frequency
- Method





# UI/College of Engineering Resources

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\*\*See Handout for resources

# Questions/Round table discussion

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# Closing Thought

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# Resources

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- Dr. Eean Crawford talk on employee engagement, <https://www.youtube.com/watch?v=rVOLjdiVnh8>
- *Employees Want a Lot More From Their Managers*, Business Journal, April 8, 2015 <http://news.gallup.com/businessjournal/182321/employees-lot-managers.aspx>
- Lai, Lisa, *Motivating Employees is Not About Carrots or Sticks*, Harvard Business Review, June 27, 2017 <https://hbr.org/2017/06/motivating-employees-is-not-about-carrots-or-sticks>
- Quickcoach:
  - The Employee Job Connection, Dr. Andrew Shatte
  - Boosting the Job Connection, Dr. Andrew Shatte
  - Increasing Motivation and Engagement, Dr. Wolf Rinke



ENGAGE!

# Thank you for attending!

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