Employee Engagement, Rewards & Recognition

JUNE 8, 2018
Agenda

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

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

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

"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?
Engagement levels

**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.

Source: Gallup (July 2016)
Typical Engagement Levels

- Engaged 33%
- Not Engaged 51%
- Actively Disengaged 17%
Managers account for 70% of the variance in engagement level.

Impact of Employee Engagement

- Productivity
- Turnover
- Absenteeism
Factors that influence engagement
Factors that influence engagement

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

- 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

Take 5!
What motivates good performance?

- 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

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

Why should you reward and recognize good performance?

- Support
- Competence
R&R Best Practices

- Inconsistency
- Frequency
- Method
What have you done to recognize employees??
UI/College of Engineering Resources

**See Handout for resources**
Questions/Round table discussion
Closing Thought

TREAT EMPLOYEES LIKE THEY MAKE A DIFFERENCE AND THEY WILL.

Jim Goodnight
Resources

- Dr. Eean Crawford talk on employee engagement, https://www.youtube.com/watch?v=rVOLjdiVnh8
- 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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