

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.

Typical Engagement Levels



■ Engaged 33%

■ Not Engaged 51%

■ Actively Disengaged 17%

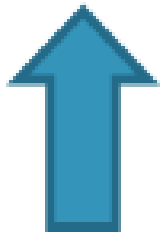
Managers account for

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



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



UI/College of Engineering Resources

**See Handout for resources

Questions/Round table discussion



Closing Thought



Resources

- 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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