

WorldatWork®

Total Rewards

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Addressing Burnout: The Impact of Employee Recognition on Employee Experience & Retention



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Burnout is Rampant in 2024

8 in 10

Employees are at risk of feeling burnout in 2024

52%

Of employees in the U.S. experience high stress daily

Top Drivers of Employee Burnout

1

**Unfair treatment
at work**

2

**Unmanageable
workload**

3

**Lack of role
clarity**

4

**Lack of support
from manager**

5

**Unreasonable
time pressure**

Employee burnout impacts business performance

Reduced Productivity

Employees feeling burnout out will have a drop in productivity, and they become less innovative and more likely to make errors.

Higher Turnover

Employees who are burnt out are 2.6 times more likely to search for a new job.

Lower Engagement & Motivation

Burnout out employees are less likely to be engaged at work and lack intrinsic motivation to strive for excellence.

Alleviate Burnout with a Purpose-Built Employee Experience

Employee Experience



Companies influence on employee experience.

Employee Engagement

Productivity
Highly engaged employees
are 21% more productive.¹



How an employee feels about the company which influences their commitment to their work and workplace.

Companies who focus on the employee experience and integrate all aspects are shown to **achieve significantly higher revenue growth and profit margins.**

A Deloitte study indicates that employee recognition can increase employee engagement, productivity, and performance by **14%**.



Purpose



Be Heard



Connections



Opportunities



Recognized

Results Driven: Providing ROR



Recognition fosters a sense of belonging

When people feel like they belong, they are

3.5x

more likely to contribute.



Recognition increases productivity and engagement

42%

of employees rank recognition as highly important; recognition motivates performance.



Recognition helps improve employee retention

In organizations with healthy workplace practices,

91%

said their employers valued recognition.



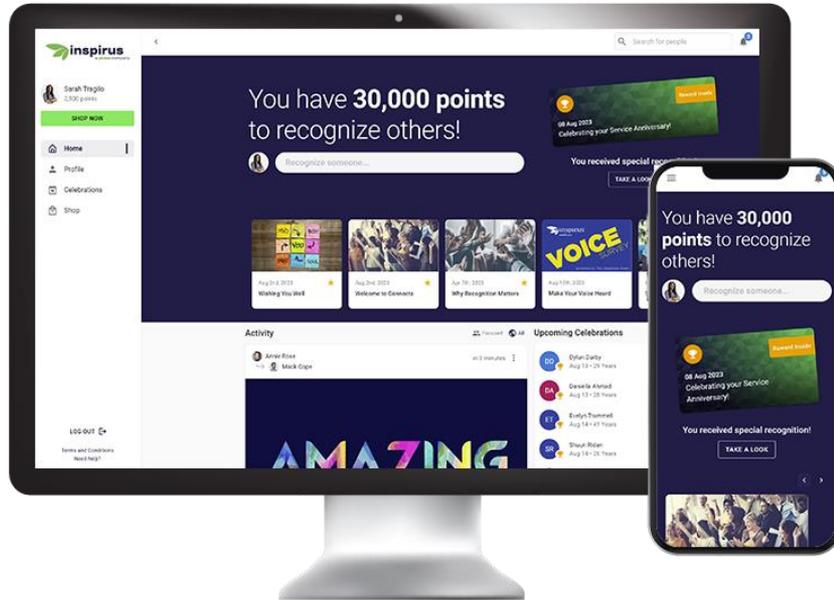
Companies with a great employee experience outperform the S&P 500 by

122%

In organizations with
healthy workplace
practices,

91%

said their employers
valued recognition.



Inspirus Connects

An employee engagement platform that builds and strengthens culture through recognition.



**Creates
Moments**



**Personalizes
Experiences**



**Amplifies
Culture**



**Extends
Reach**



**Reinforces
Behavior**



**Builds
Brand**



**Solicits
Feedback**



**Measures
Engagement**

Community Creates a Sense of Belonging and Reinforces Inclusion

Inclusive Platform

Creates an inclusive community where employees can actively communicate.

Personalized Activity Feed

Toggle between seeing activity from ALL employees and just a 'focused' group of peers that users curate to follow.

Promote Connection

Employees can participate in all recognition moments, with familiar likes, comments, and even emojis.

Upcoming Celebrations

Keeps employees informed of upcoming festivities so they can share in the celebration.

Recognition Acknowledges Contributions and Fulfills Sense of Purpose

Service Anniversaries

Honoring employees for their annual contributions makes them feel valued and that their purpose is aligned to the company mission.

Peer-to-Peer Recognition

Recognition from peers is often more powerful and meaningful than from a direct manager or leadership.

Values-Based Recognition

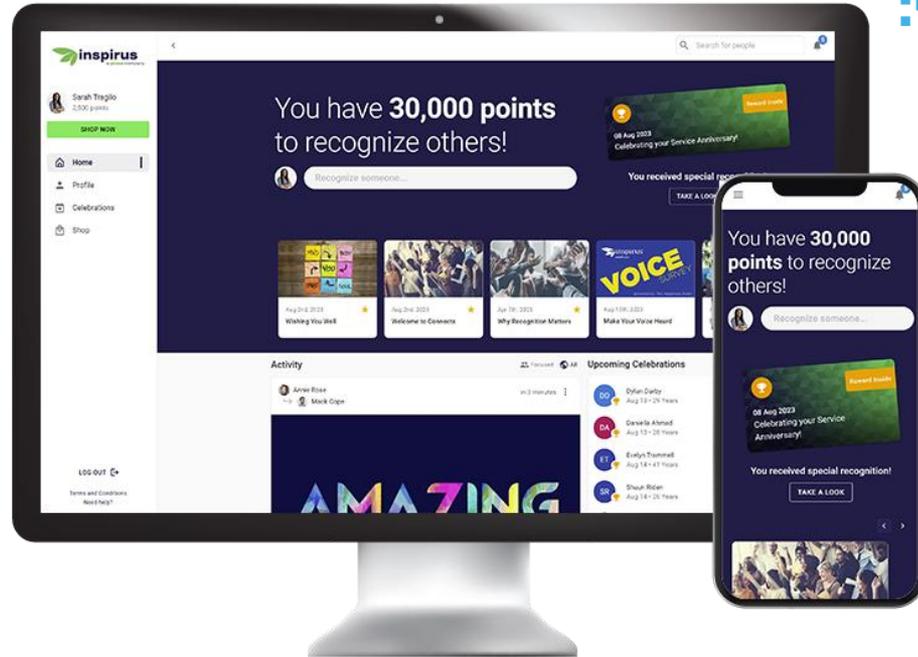
Recognize employees who live the company values – they set an example for all employees!

Birthday and Life Occasions

Recognizing all the moments that matter shows employees you care about their well-being.

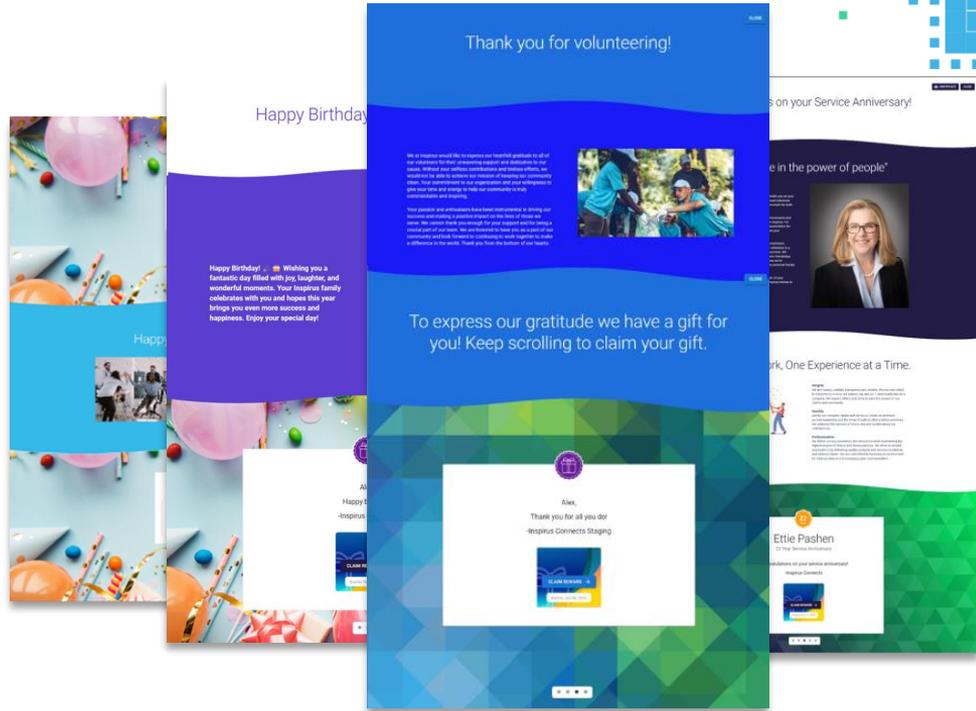
Inspirus Connects

- Recognize and celebrate employees, distribute company-wide communications and build community all in one, easy-to-use, centralized platform
- Familiar, intuitive interface is mobile friendly
- Different needs and budgets solutions are designed to fit



Service Anniversary Celebration with Rewards

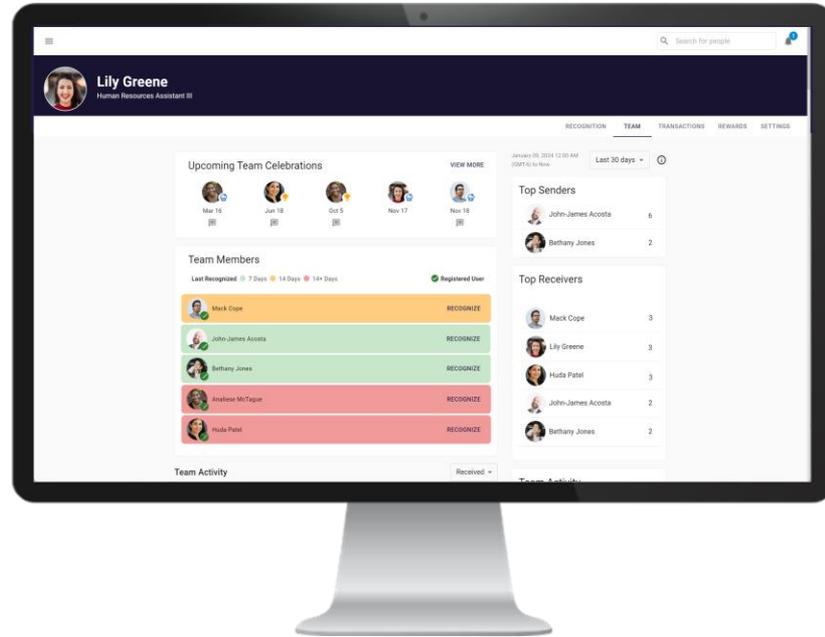
- A personalized service experience for the complete employee journey leverages our experience builder technology
- Reinforces company values, mission and branding, includes a CEO message, and curated gift collection



Managers Make Moments Memorable

37%

of employees reported that recognition from superiors is the best way to improve their engagement at work.



Measuring performance in multiple divisions drives consistency

Success Story: White Castle

Challenge

White Castle needed a reward and recognition program that could measure team member performance across different divisions and provide a vast selection of rewards within one central platform.

Solution

We developed the **R.O.C.K. (Royal Order of Crave Keepers) the Castle Games** as a fun contest to foster team culture and motivate team members to create memorable moments all year long. The program awards points to team members based on their performance across eleven different categories.

Results

- Achieved 100% quality scores
- Improved sales by 89% within 90 days
- Increased participation by 75%



Communication Keeps Employees Connected and Feeling Valued

Spotlights

Regularly communicating news and initiatives keeps employees informed and connected to each other and the company.

Shortcuts

Live links to important communications that live across an organization's broader network.

Employee Feedback Surveys

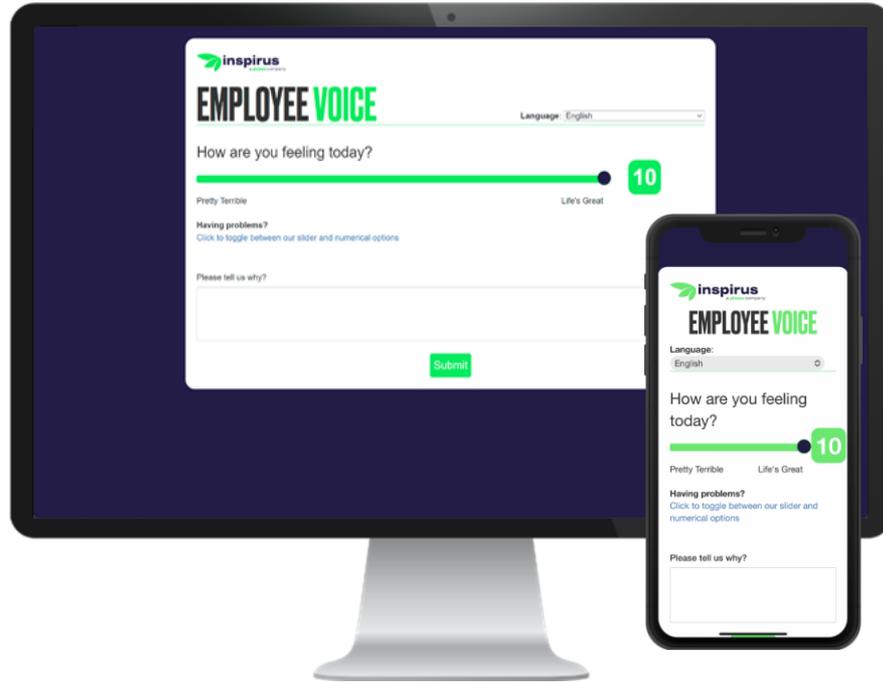
"Always on" anonymous pulse surveys and additional feedback surveys gather employee sentiment and insights to help drive strategy.

Integrates with Everyday Tools

Allows organizations to broaden the reach of their recognition activity by communicating Connects activity via Teams and Slack.

Create a Culture Where Employees are Heard

Enables employees to share their thoughts and feelings more in-depth on topics that **can make a difference** in their happiness and improve their workplace culture



Increase in Spotlight Frequency Reignites Recognition Activity

Success Story: Oil and Gas Logistics

Challenge

An oil and gas logistics client wanted to re-energize its employee recognition program which had languished during the pandemic.

Solution

Inspirus Customer Success team suggested they use Spotlights more frequently to keep interest levels and energy in the program high. To validate the strategy, they ran a Spotlight in Connects on March 3, Employee Appreciation Day.

Results

When Spotlights were published, recognition program **activity increased 200%-375%** during that month, resulting in an overall **increase of 2633% in likes and comments** on all recognition.



Formalized Recognition Programs and Encouraged Managers to Reinforce Core Values

Success Story: Food, Beverage, & Hospitality

Challenge

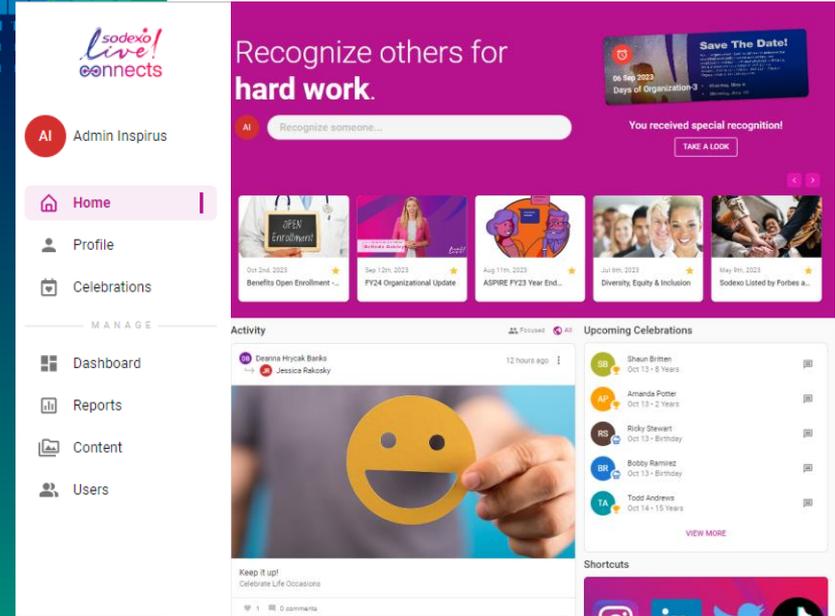
A food, beverage and hospitality company was launching a new brand and core values and did not have a formalized recognition program. They wanted a way to create community for their staff.

Solution

Inspirus launched an enterprise-wide recognition and engagement tool, and hosted design workshops to identify behaviors that showcase core values and trained managers on recognition.

Results

79% of employees were recognized within the first 120 days of program launch.



Continuous Program Adjustment Supports Evolving Needs

Success Story: Healthcare

Challenge

A national healthcare leader, with 28,000 physicians and employees, needed to centralize multiple recognition programs after they experienced several acquisitions.

Solution

Inspirus helped measure key metrics and used that data to devise a new strategy that centralized programs, unified messaging, and simplified administration.

Results

The new enterprise-wide program experienced an increase in adoption and usage of the platform with **25% more desktop logins**, **246% more e-cards sent**, and **146% more mobile logins**.



Formalizing Recognition Program Strengthens Engagement & Retention

Success Story: American Type Culture Collection

Challenge

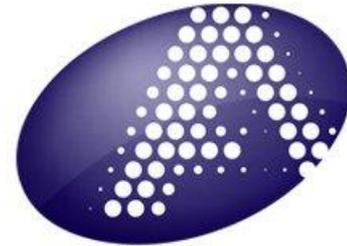
ATCC, a leader in the scientific community, was experiencing higher than industry average turnover rates, resulting in budget-busting recruiting and training costs.

Solution

Inspirus helped centralize their ad-hoc programs into one platform for ease of administration, adoption, and usage, and implemented feedback tools to give employees a voice and gather data.

Results

With the help of Inspirus, ATCC was able to **increase retention by 10%** in one year, reducing their recruiting and training costs.



ATCC[®]

We Believe in the Power of People

Averaging

6,500,000

recognition touches
per year to client's
teammates

98%

overall satisfaction
with partnership in
recent Client
Experience Survey

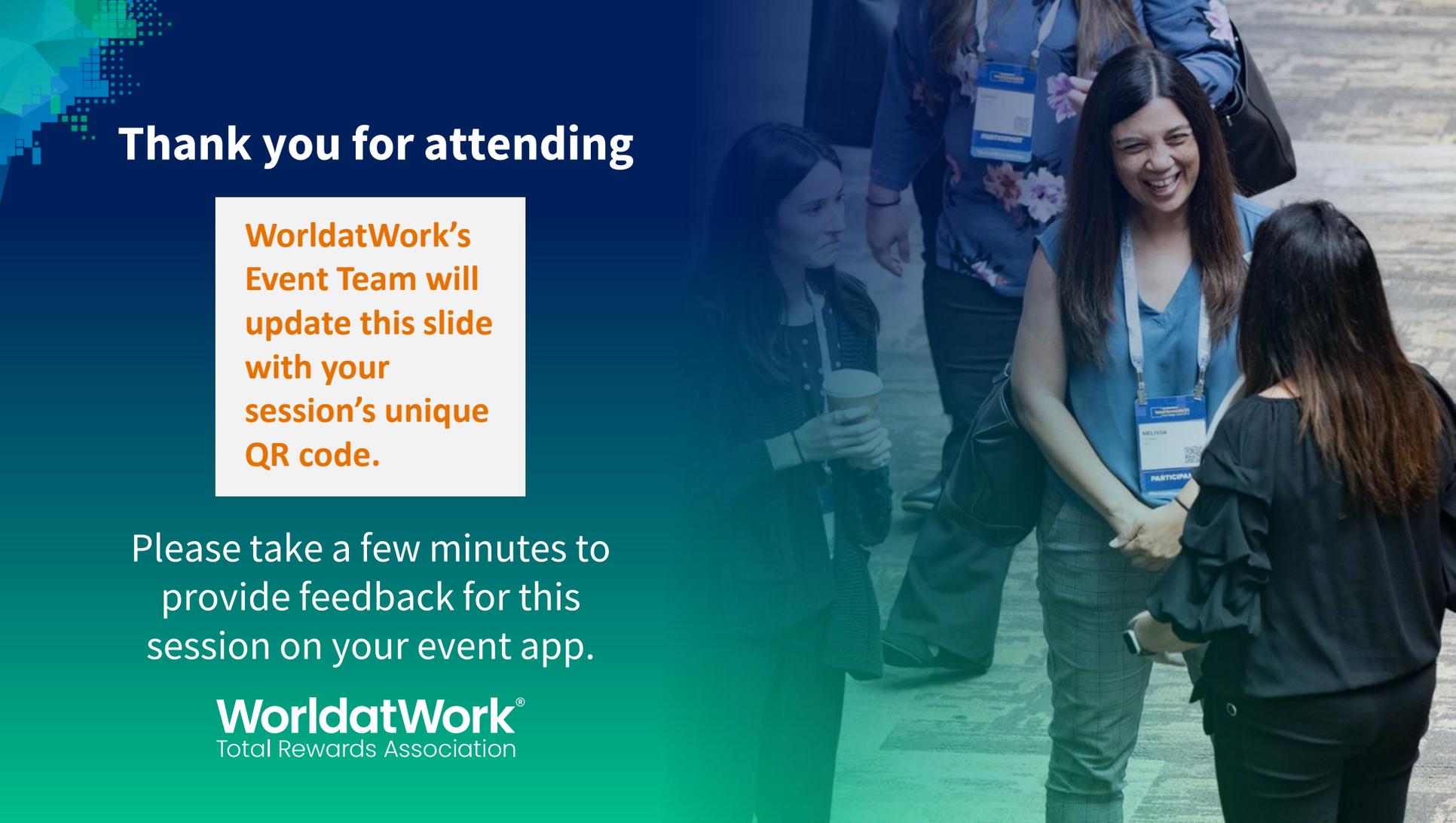
- For 130+ years, a **trusted global leader** in rewards, recognition, and employee engagement.
- Inspirus delivers comprehensive solutions that help businesses **drive positive business outcomes** by fostering a culture of employee engagement through recognition.
- An **intuitive, simple, employee experience** promotes Peer-to-Peer social recognition and meaningful connections with robust administrative reporting.
- Our **continuous product innovation** leverages customer feedback and market trends.
- Featuring **best-in-class client support** and award-winning client satisfaction with over **97% customer retention rate** and boasts a **70 Net Promoter Score (NPS)**.
- Recognized by Everest Group as a **star performer** and **major contender** in the 2023 Rewards and Recognition Solutions PEAK Matrix.
- Offering **USA based** – with **global reach**
- We are **a true partner**



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