

Employee Engagement Next Steps

-Employee engagement is a workplace approach resulting in the right conditions for all members of an organization to give of their best each day, committed to their organization's goals and values, motivated to contribute to organizational success, with an enhanced sense of their own well-being.

-Employee engagement is based on trust, integrity, two-way commitment and communication between an organization and its members. It is an approach that increases the chances of business success, contributing to organizational and individual performance, productivity, and well-being. It can be measured. It varies from poor to great. It can be nurtured and dramatically increased; it can be lost and thrown away..

-Employee engagement is getting up in the morning thinking, "Great, I'm going to work. I know what I'm going to do today. I've got some great ideas about how to do it well. I'm looking forward to seeing the team and helping them work well today".

-Employee engagement is about understanding one's role in an organization and being sighted and energized on where it fits in the organization's purpose and objectives.

-Employee engagement is about having a clear understanding of how an organization is - fulfilling its purpose and objectives, how it is changing to fulfil those better, and being given a voice in its journey to offer ideas and express views that are taken account of as decisions are made.

-Employee engagement is about being included fully as a member of the team, focused on clear goals, trusted, and empowered, receiving regular and constructive feedback, supported in developing new skills, thanked, and recognized for achievement.

-Engaged organizations have strong and authentic values, with clear evidence of trust and fairness based on mutual respect, where two-way promises and commitments – between employers and employees – are understood and fulfilled.

-Employee engagement is about positive attitudes and behaviors leading to improved business outcomes, in a way that they trigger and reinforce one another.

-Employee engagement is about our employees feeling pride and loyalty working for our organization, being a great advocate of the organization to our clients, users, and customers, going the extra mile to finish a piece of work.

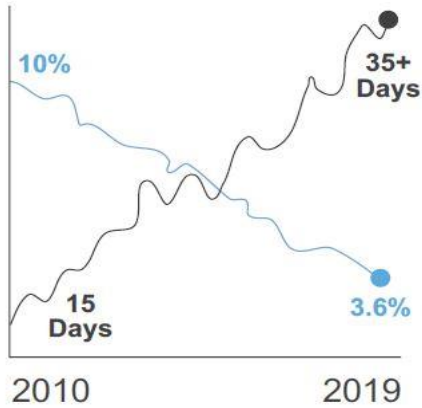
-Employee engagement is about drawing on our employees' knowledge and ideas to improve our products and services and be innovative about how we work.

-Employee engagement is about drawing out a deeper commitment from our employees so fewer leave, sick absence reduces, accident rates decline, conflicts and grievances go down, productivity increases.

-Employee engagement is about organization actions that are consistent with the organization's values. It is about kept promises, or an explanation why they cannot be kept.

Employees Have Options & Expectations

US Mean Job Vacancy Duration
US Unemployment Rate Drop



Source: US Bureau of Labor Statistics DHI-DFH

Workforce Factors that Matter Most to Employees

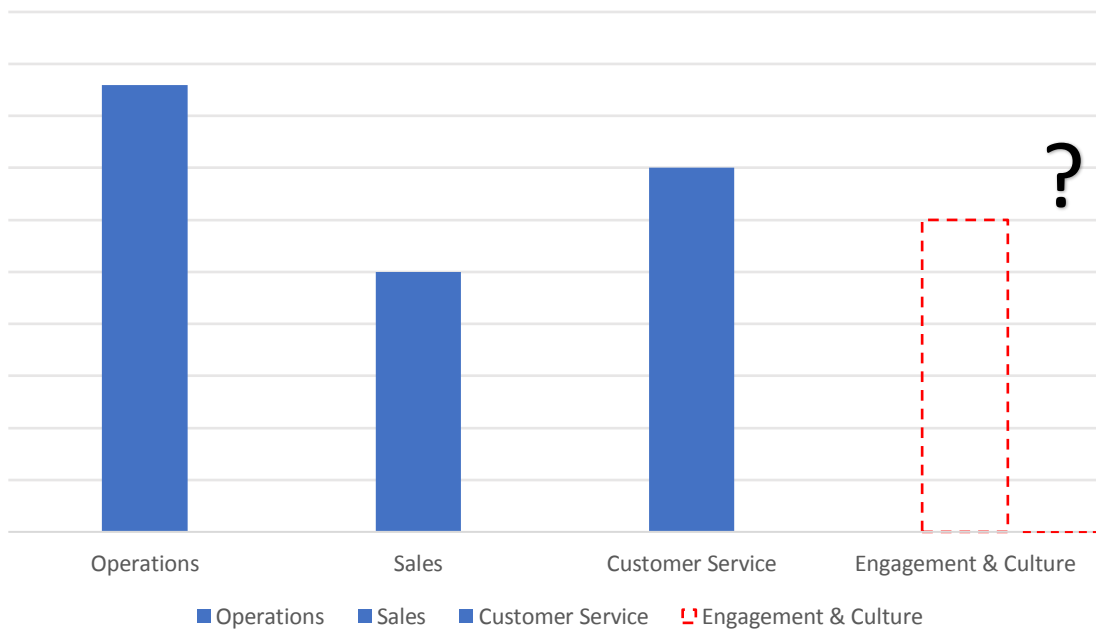


glassdoor™

Source: Glassdoor Economic Research (glassdoor.com/research)

-Highly engaged employees are 87% *less likely* to leave their companies than their disengaged counterparts.

-What gets measured gets managed.



The research is clear – employee recognition appears consistently near the top of things that motivate employees to do their best work.

For many workers, it means more than even a financial reward. And research indicates that cash rewards can actually be counter-productive if they aren't combined with other ways of recognizing hard work.

Whirks adopts 4 great ideas to help you start your own Employee Engagement Program.

1. Peer Competition
2. Public Recognition
3. Non-Cash Awards
4. Free special day lunches

1. **Peer Competition:** Competing against one's peers for the opportunity to be named the winner. Competition can be used as an effective teaching tool for teamwork and ownership. Whirks has a competition per section/role in the firm (Sales, Accounting, Operations, etc)

Operations Section-

SLA Award = Service Level Agreement Award

Commitment between a service provider and a client. One Client Success Specialist wins the SLA Award by having the most payroll tickets responded to within 1 hour & resolved within 3 hours.

In addition, the employee receives a free spin on our "Prize Wheel."

Trophy = Customer Service Award

The highest % of Quarterly Business Reviews conducted. The Client Success Specialist wins a trophy that is displayed on their desk for the month. In addition, the employee receives a free spin on our "Prize Wheel."

Sales Section-

Spear = Top Salesperson for the Year

The highest total annualized reoccurring revenue brought into the firm in the last FY.

Accounting Section-

Belt = Staff Accountant Award

The highest % of monthly financials delivered to the client on-time.

Glove = Accounting and Tax Manager

The highest percentage of monthly financials delivered back to the client on-time.

2. **Public Recognition:** When someone at your company receives recognition, it's usually a positive experience for both parties directly involved in the exchange. What many leaders don't realize is that when recognition is exchanged publicly, its positive impact is amplified exponentially.

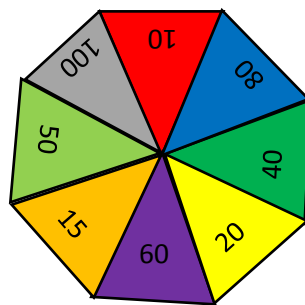
Public recognition capitalizes on the way humans respond to praise, as well as the way people are able to learn through observation to positively influence behavior and benefit your business. The better you understand the why's and how's of public recognition, the more favorable a position your company will be in.

Slack- We use Slack as our internal communication tool. We have added a channel in Slack titled "Shout-Outs" We use this as an instant feedback tool to ensure we visibly praise our team members for all to see.

15Five- We use 15Five as a multi-tool for engagement survey to measure what's important and as a tool that allows Company-wide visibility for recognition. We use the High Five feature to display all of the public recognition throughout the organization, as well as who gave and received the most employee appreciation for a given time period.

3. **Non-Cash Awards.** You might be surprised to find out that when it comes to incentives, it's actually non-cash rewards that work best. Non-cash is more effective at achieving goals.

Prize Wheel- We use a wheel of fortune prize wheel to reward employees for hitting certain metrics, upholding the firms core values, going above and beyond, etc. Each employee spins the wheel and earns the points designated on the wheel. After the employee earns enough, they can cash the points in for different prizes.



4. **Free Special Day Lunches.** We use this time as an added benefit and opportunity to socially engage with our employee work force deliberately. Employee lunches are a chance where we get to come together and commune with coworkers. During this time, we have learned so many impactful facts and experienced important things about our people that would have taken years to discover. We think it helps the new people really get to know the other people at the firm quicker, which in turns generates new connections and new friendships.