

Case Study: Employee Recognition

Healthcare Products Distributor Employee Recognition Program

You asked for it.

On-line point issuance tools providing multiple ways to recognize efforts improved employee opinions of company.



Client Objectives

- Address low employee opinion survey scores
- Implement a systematic and meaningful recognition practice across a major division of the company
- Drive consistent recognition across management ranks and install better controls and reporting mechanisms
- Accommodate 7,500 employees across disparate client business units via online and offline media

Strategies

- Implement a web-based recognition application featuring multiple ways for managers to recognize employees
- Automate budget controls, recognition notification and reporting

MotivAction Solution

- Single sign-on platform accessible via client's intranet
- Configurable solution with unique capabilities and secure data for multiple participating business units
- Kiosks installed at client distribution centers to accommodate large offline employee audience
- Online point issuance tools for managers featuring budget management, reporting, automated email notifications and recognition e-certificates
- Process for managers and sales leaders to reward multiple employees at the same time
- On the spot reward cards
- Peer-to-peer recognition module
- Online reporting with access for HR and business unit managers
- Program training for HR and managers to ensure consistent recognition across the organization

Results

- Program participation is on track based on planned lifecycle with 60% of managers in compliance after two years
- 68% of employees have been recognized via the program since its inception
- Employee Opinion Survey results have improved for the divisions using the new program