



# 200

EMPLOYEE ENGAGEMENT

# IDEAS

FOR HR & MANAGERS



Employee engagement affects just about every important element of an organization — profitability, revenues, client experience, employee turnover, talent acquisition, brand presence, market share, workplace safety — the list goes on and on.

## HIGHLY ENGAGED ORGANIZATIONS HAVE...



**22% HIGHER  
PROFITABILITY**



**37% LOWER  
ABSENTEEISM**



**26% GREATER  
STOCK PRICE GROWTH**



**16% GREATER  
REVENUE GROWTH**

Employees who are connected to their organization work harder, stay longer, and motivate others to do the same. You can never do enough to engage employees, and that's where this resource comes in. Read on for 200 ways to engage your employees, from their first day to their last.

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# IMPLEMENTING AN ENGAGEMENT SURVEY

For most organizations, a comprehensive engagement survey is their first step toward a more engaged workforce. In this section, you'll find ideas to help you make sure your program runs effectively, efficiently, and garners full employee support.





### **DON'T HANDLE ANALYSIS IN-HOUSE.**

Using an outside source for analysis will remove confirmation bias and ensure employee confidentiality — giving everyone peace of mind.



### **LET SOFTWARE DO THE HEAVY LIFTING.**

HR has a lot on their plate without the added burden of survey administration and reporting. Use engagement software so you can spend more time on positive change with the added benefits of confidentiality, survey methodology expertise, and increased efficiencies.



### **GET BUY-IN.**

Buy-in starts with leadership, but that's not where it ends. Managers and employees are also critical to a successful engagement survey. To drive buy-in, start with the benefit. How will the program benefit leaders? Managers? Employees? Customize your message and always be selling.



### **TRAIN YOUR PEOPLE.**

You can't expect employees to figure out a new engagement strategy on their own. If you're introducing a new survey tool, expectations, or philosophy, train employees and managers.



### **INCORPORATE YOUR PROGRAM INTO YOUR CULTURE.**

For a program to become a way of life, it has to be part of the culture. Much like parents model behaviors for their children, your leaders must model the usage and behavior you want to see in your employees. You can further engrain your new program by looking for opportunities to integrate it with other processes and traditions.



### **BE FLEXIBLE.**

Too many rules can disengage. Employees need the flexibility to make new programs their own. When employees share ownership and can insert their personalities and preferences, it increases buy-in and participation. Have clearly defined processes where it matters and helps, and allow flexibility where it doesn't.

# DURING THE ENGAGEMENT SURVEY

The engagement survey is a critical tool to measuring and understanding the employee experience. Learn to design and launch surveys that will get the job done.





### **7 MAKE SURE YOU'RE ACTUALLY MEASURING ENGAGEMENT.**

Just because a survey collects feedback from employees doesn't mean it's measuring engagement. Several organizations create home-brewed surveys; these might be collecting employee feedback, but unless developed by an engagement research professional, it is doubtful that these instruments are truly measuring engagement. For example, Quantum Workplace's e9 Model uses engagement outcome and engagement driver items to tap into the three distinct factors of employee engagement.



### **8 KNOW THE DIFFERENCE BETWEEN ENGAGEMENT STRATEGY AND ENGAGEMENT TACTICS.**

Don't skip right to the action. Make sure you take the time to plan a solid [engagement strategy](#) first.



### **9 COLLECT EMPLOYEE FEEDBACK ANNUALLY.**

[Why?](#) Data becomes stale and employees have new feedback to give. Set up an annual survey process and stick to it. It builds employees' trust in the initiative.



### **10 LOOP IN MARKETING.**

From branding your survey to "selling" an initiative, you need a marketer's eye to internally "sell" your engagement survey. Run your efforts through their filter and ask for feedback. It'll not only help you craft more compelling stories and initiatives but also keep you on-brand.



### **11 KEEP YOUR FOCUSED ON ENGAGEMENT.**

Survey what matters most (actionable survey items about career development, manager effectiveness, or team dynamics vs. 100 survey items about every topic under the sun). This prevents survey fatigue from wearing down your employees.



### **COLLECT FEEDBACK YOU CAN ACT ON.**

While this might seem obvious, too many organizations have fallen into the trap of capturing data that isn't actionable (think daily sentiment and mood readings). Frequent feedback requests can be annoying, especially when no action is taken. If you want to get feedback more often, administer pulse surveys with a purpose. Innovative organizations conduct pulses two to four times throughout the year to dig deeper into issues that surfaced on their most recent annual initiative while clearly communicating purpose and next steps.



### **CONNECT EMPLOYEE LIFECYCLE ANALYTICS TO KEY BUSINESS METRICS.**

Future-focused organizations know their engagement strategy needs to do more than just create a better employee experience; a successful strategy needs to impact key business metrics. Our more progressive clients regularly measure how trends in employee engagement affect business outcomes; and this, in turn, fosters leadership buy-in. For example, showing a positive correlation between high guest satisfaction with that of a highly engaged restaurant is a powerful and convincing message that an effective engagement strategy is pertinent to the success of the business.



### **IMPROVE SURVEY RESPONSE RATES.**

Simply sending out annual employee engagement surveys isn't enough to make sure all voices are heard. You can't get accurate, actionable data to assess and improve engagement if your employees don't or can't respond to surveys.



### **MAINTAIN CONFIDENTIALITY.**

Survey results, especially comments, are confidential for a reason. Breaking that confidentiality is breaking the trust your employees gave you, and when trust is broken, engagement drops.

# AFTER THE ENGAGEMENT SURVEY

So, you've done the survey...what happens next? This section will explain how to implement follow-up programs that will really impact your organization.





#### **DECIDE WHERE TO FOCUS.**

Going through each and every survey question and choosing a place to focus your employee survey action planning can be like going down the rabbit hole. [Here](#) are five ways you can narrow your focus for employee survey follow-up.



#### **ADDRESS THE RESULTS QUICKLY.**

Commit to sharing your results with the entire workforce in a timely manner. Our experience shows that the best companies send a “thank you for participating” email within 24 hours and a much more detailed announcement with overview results within 30 days.



#### **GET EVERYONE INVOLVED.**

Action taken from a survey shouldn't rest solely on the shoulders of leadership (although they certainly play a critical role in setting expectations). It also shouldn't be just managers or a certain level of management. The best companies invite all employees to be part of the post-survey process. From hearing results to making commitments, every single employee plays a part in making the culture great.



#### **LEVERAGE EMPLOYEE FOCUS GROUPS.**

Want ideas for improving employee engagement? Look no further than your employees. Conducting [employee focus groups](#) is a great way to harness the collective intelligence of your employees and truly make an impact after your employee survey.



#### **CREATE TRANSPARENCY OF OPEN-ENDED FEEDBACK.**

While natural language processing is good at identifying aggregate organizational trends for pain points and opportunities across all employees, it doesn't make much of a difference on the individual level. Progressive organizations go beyond NLP to actually read individual employees' open-ended feedback within teams, specific employee groups, and micro-cultures.



### **FOCUS ON THE NUMBERS.**

As you use your results to strategize ways to improve engagement, focus mostly on your quantitative data. Comments should only be used to fill in the gaps and add to the story your quantitative data is telling.



### **UNDERSTAND THE CONSENSUS DIFFERENTIAL.**

The consensus differential refers to the level of agreement, or range of perceptions, across comparable employee demographics. The consensus differential reveals how similar group perceptions are at an overall level. In other words, it helps you identify potential problem areas.



### **OFFER RESOURCES FOR IMPROVING ENGAGEMENT.**

After a survey, individuals and managers may be stumped when deciding next steps. Provide access to a [content library](#) that provides helpful resources like how-to guides, recommendations, and instructional videos.



### **ASK FOR FEEDBACK ON YOUR SURVEY INITIATIVE.**

Starting with your second survey, include these items to gauge effectiveness of your roll-out strategy:

- Senior leadership is committed to responding to the results of this survey.
- My manager shared the results of the last survey with our team.
- Our team developed action plans to address issues raised by the last survey's results.
- I noticed positive change as a result of the last survey.



### **CLEARLY DEFINE STRATEGIC ROLES.**

To hold everyone accountable for engagement, clearly state the role of each individual in the organization's overall strategy.



### **IMPACT CHANGE AT THE LOCAL LEVEL.**

Even if your organization has one or two global initiatives you're working to improve, focus on making positive changes at the local level. Team- or department-level engagement efforts are not separate initiatives, but rather should be viewed as a more targeted approach, informing managers on how they can help move the needle on organizational engagement. This type of feedback empowers managers at the local level to better understand team strengths and weaknesses, even if it differs from the organization's aggregate trends.



### **FOCUS YOUR EFFORTS ON NEUTRAL AND FAVORABLE EMPLOYEES.**

The middle-of-the-road opinions are often the easiest ones to change. Instilling confidence in those employees who are on the fence or somewhat favorable will help you create extremely favorable internal advocates who can positively influence their less engaged coworkers and set the bar for employee engagement at your company.



### **IMPROVE TRUST IN LEADERS.**

Both high-scoring and low-scoring organizations have an opportunity to improve employees' perception around leadership's ability to set the right course. To boost favorability in this area, create a realistic and concrete vision for the organization's future, host meetings or publish documents that clearly communicate that vision, and make those resources available for any employee to access any time.



### **GIVE MANAGERS ACCESS TO THEIR TEAM'S RESULTS AND DRIVERS.**

One way to segment, analyze, and act on results is to look at the results of individual departments or teams within departments. Presenting organization-wide results is important, but take the next step and empower managers to look at results within their teams. As part of this process, managers should address results with their individual teams and work with their employees to dig deeper and brainstorm ways to improve engagement on their team.



**PROVIDE MANAGERS WITH GUIDELINES ON APPROPRIATE STEPS FOR FOLLOW-UP.**

Most often, managers will look to you for guidance on how to follow up with employees. Since there's opportunity for managers to become defensive, you want to make sure they understand how to handle employee feedback appropriately and continue conversations with their teams.



**SHARE YOUR 12-MONTH ACTION PLAN.**

The best thing you can do for your employee engagement initiative is communicate the changes you made and connect them back to the survey, which builds confidence in the survey and your organization's leadership.

# AN ENGAGING PERFORMANCE STRATEGY

The engagement survey is a critical step toward an engaged workplace, but don't forget to support the other part of your employees' workdays. Using performance tools correctly can increase your organization's engagement exponentially.





### **USE A REAL EMPLOYEE ENGAGEMENT AND PERFORMANCE PLATFORM, NOT YOUR HRIS.**

If your organization really cares about performance management, an HRIS is a far inferior substitute for a real performance management software.



### **INTEGRATE WITH YOUR HRIS.**

Relieve the administrative burden of implementing performance management software and make sure your new system integrates with your existing HRIS.



### **COMMUNICATE, COMMUNICATE, COMMUNICATE.**

Communication is critical to successful implementation and adoption of performance tools. Employees need to understand the what, where, when, why, and how. Communicate before, during, and after the launch of each tool. And if you think you've communicated enough, you probably haven't.



### **INSIST ON SINGLE SOLUTIONS.**

Find a software that allows users to access all of your performance applications with one login to decrease hassle and increase usage. Bonus if it connects to your engagement software



### **LOOK FOR RESPONSIVE SERVICE AND SUPPORT.**

A user-friendly self-service performance management system is great, but if your support team isn't accessible, responsive, and friendly when you have questions, then it's not the system for you.



### **CUSTOMIZE TO FIT YOUR CULTURE.**

Your performance management tools should be customizable to fit the needs of your organizational culture.



#### **38 MAKE IT MOBILE FRIENDLY.**

Make sure your performance tools can be accessed from computers, tablets, and mobile devices.



#### **39 FIND A MULTI-LANGUAGE OPTION.**

Choose a system that can support the language of your employees.



#### **40 TIE EMPLOYEE RECOGNITION INTO YOUR PERFORMANCE STRATEGY.**

Employee recognition and performance management go hand in hand. When employees feel that their contributions are valued and appreciated, they're more likely to go the extra mile for their teammates and put in the extra effort for their organization. Whether you use a mobile friendly, social recognition software or post notes of appreciation on a bulletin board in the breakroom, give employees the opportunity to recognize each other publicly and in real time.



#### **41 SET AND TRACK PROGRESS ON OKRS AND EMPLOYEE GOALS.**

OKRs and employee goals should be at the forefront of your performance management strategy. Without goals, how do your employees know what you expect from them? Setting and tracking goals helps each team and employee stay aligned under the organization's OKRs, helps employees stay motivated and understand the level of performance that is expected of them, and helps managers easily identify the over- and under-performers.



#### **ENCOURAGE EMPLOYEES TO GIVE AND RECEIVE FEEDBACK.**

Managers aren't the only ones with insight into an employee's performance. Incorporating 360 feedback into your performance management strategy will give peers the opportunity to share their insight and give one another feedback — which many organizations find just as important. In fact, 88 percent of peer-reviewed employees are happier with their jobs and 73.4 percent of managers said [peer feedback is valuable](#). Hearing from peers on what they're doing well and where they need to improve will motivate employees to make adjustments for the sake of their team and colleagues. Find a 360 feedback software that allows your employees to give and receive anonymous or attributed feedback anytime, in real time.



#### **HOLD REGULAR PERFORMANCE CONVERSATIONS WITH EMPLOYEES.**

The cherry on top of your affordable performance management strategy is regular performance conversations and one-on-one meetings. Schedule monthly manager and employee meetings to discuss all aspects of your employees' performance — recognition received, progress on goals, obstacles getting in the way of success, feedback they've received from colleagues, and opportunities for growth and improvement. Leverage a one-on-one meeting software that makes conversations more efficient and productive with a proven meeting process, customizable agendas, in-tool notifications.

# OTHER OFFICE TECHNOLOGY

How your organization utilizes its other in-office tools will greatly impact employee engagement — read on for tips!





#### **ENCOURAGE INDIVIDUALITY.**

When employees can bring their whole, authentic selves to work, they tend to feel more engaged. Chat apps offer a unique platform where employees can share these personal interests easily, allowing for constant conversations in topic-based rooms. Encourage your employees to create their own unique channels and chatrooms that revolve around their passions outside of the office. From a more pragmatic perspective, you can make it part of your onboarding to recommend or invite employees to special interest channels based on what you learn about them. Or create a list of your organization's chatrooms and share it with employees so they know exactly which groups exist.



#### **EXTEND YOUR VOICE.**

Your employer brand voice, look, and feel should be reflected in workplace technology (like in-office messaging apps) to extend the reach of your employee engagement efforts and reinforce your identity. Here are a few quick tips:

- **Brand it:** Your organization's brand has a certain look and feel, so make the communication app you use fit your culture and comply with your brand guidelines.
- **Deliver company news:** Create a channel for HR and leadership to use and share vital company information.
- **Echo recognition:** When someone has been recognized, share the news through your chat app to increase visibility across departments and virtual teams.



#### **BECOME MORE ACCESSIBLE.**

When employees have questions about things that impact their engagement like benefits, career development, or team dynamics, chat apps can be a great place for them to easily contact others without some of the interpersonal awkwardness that may arise. Quick answers can be delivered, time to talk can be scheduled, and you can direct employees to designated chat spaces with specific questions.



#### **KNOW WHAT TO TAKE OFFLINE.**

Make it policy that one-on-one meetings and performance conversations take place in person or at least over video (if you work on a virtual team). This policy will help you avoid the pitfall of messages being misconstrued or unclear via text. Employees can then respond to body language, go off on productive tangents, and feel personally invested in the process. These feedback conversations can often be filled with nervousness and emotional nuances that can be hard to navigate in an online setting.



#### **SET LIMITS BY EXAMPLE.**

Most employees are just one chat notification away from losing focus in the meeting's conversation. Suggest to managers or team leaders that they set guidelines to stay off their computers (when appropriate). Even more important is to lead by example – if you're a manager or team lead, minimize or completely stay off digital devices during meetings unless absolutely necessary.

# EMPLOYEE GROWTH

Employees need to know that their organization cares about and provides for their career growth and development. Use these engaging ideas to do just that.





#### **MAKE INVESTMENTS IN YOUR EMPLOYEES.**

Whether you make a financial investment (like tuition reimbursement or conference passes) or an investment of time (like allowing them to take a webinar course or enroll in their community's leadership program), show employees that your company cares about the personal and professional success of each and every employee.



#### **CLEARLY ARTICULATE PROFESSIONAL DEVELOPMENT PATHS.**

Today more than ever, offering opportunities for professional development and career growth is critical to engaging and retaining employees. Reassess your employee growth strategy to make sure what you're offering is engaging and developing employees.



#### **ENCOURAGE EMPLOYEES TO PURSUE PASSION PROJECTS.**

These programs shouldn't just apply to Silicon Valley; be sure to support growth inside and outside of your organization.



#### **ASK EMPLOYEES TO WRITE THEIR OWN JOB DESCRIPTION.**

You can do this for the current role and one desired in the future. This helps highlight what the employee enjoys, what they feel their strengths are, and illustrates how the manager can be their champion.



#### **OFFER LUNCH 'N' LEARNS TO FACILITATE GROWTH.**

Squeeze in additional employee education during the lunch hour.



#### **PROVIDE MENTORSHIP OPPORTUNITIES FOR NEW HIRES.**

Aim for three conversations with an assigned mentor over the course of an employee's first year at the organization; this will help build a lasting relationship.



**55 CREATE A LEADERSHIP/MANAGER TRAINING AND DEVELOPMENT PROGRAM.**

A formalized program is a great way to ensure that all people leaders are speaking and acting with the same approach.



**56 ASK EMPLOYEES FOR THEIR IDEAS.**

Ask employees in one-on-ones, what they like best/least about their jobs, what opportunities they'd be interested in, and what skills they want to grow. Try to accommodate these needs when assigning work.



**57 DEVELOP YOUR LEADERS.**

"One of the fundamental drivers of employee commitment to and satisfaction with their work is the relationship they have with their manager. First- and second-line leaders are the tip of the spear in all things having to do with employee productivity, satisfaction, commitment, and performance. And yet, training for these new leaders as they move into positions of authority has been scant in recent years. As Baby Boomers start leaving the full-time economy in greater numbers, and members of Gen X and Y continue their ascent inside your organizations' hierarchy, don't assume that the rising leaders have been provided adequate leadership development experiences — either formal or informal."

China Gorman | Business Leader and Speaker



**58 CONDUCT SKIP-LEVEL MEETINGS REGULARLY.**

Meeting with employees several levels above or below you will open your eyes to tons of new information.



#### **DO A STRENGTHS ASSESSMENT.**

Though numerous strengths assessments exist, the specific test isn't important. Take the information you learn about each other and use it to drive discussions.



#### **RE-EVALUATE HOW YOU SELECT MANAGERS.**

Usually managers are chosen based on skill performance only, but ensure that they also have the soft skills needed to coach, invest in, develop, and maximize people. A manager's role in creating a culture of engagement is too great to overlook.



#### **SHADOW A COWORKER.**

We can all learn new skills and processes from different members of the organization. This activity also helps break down departmental silos.

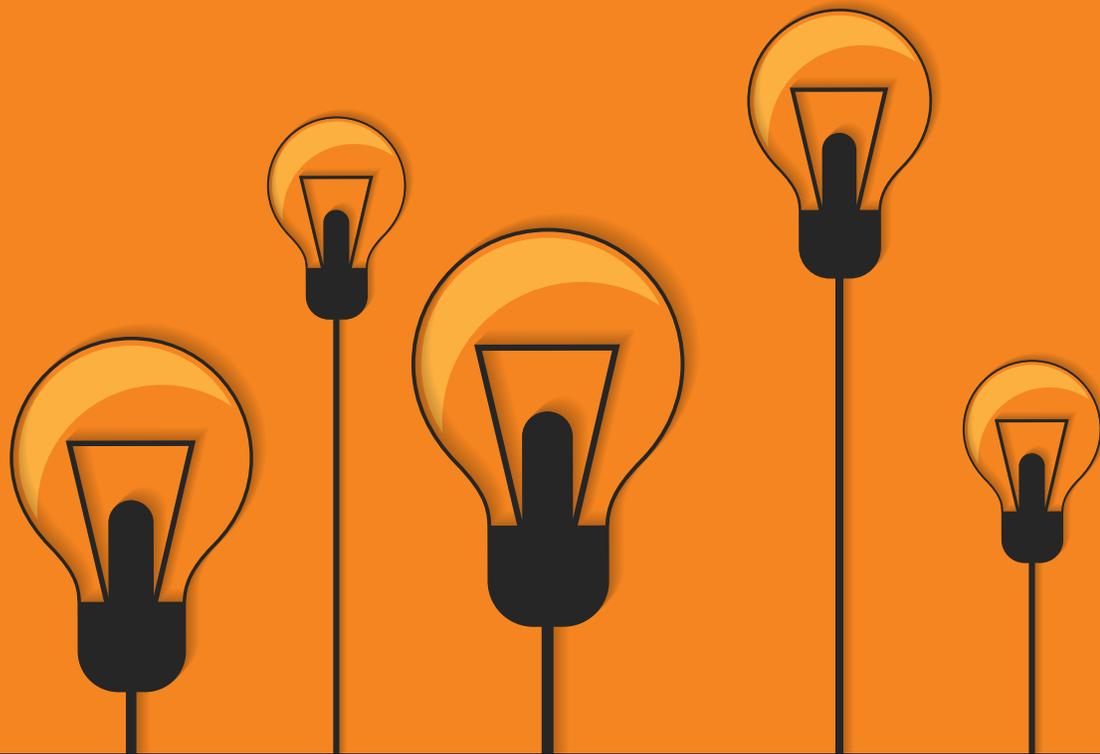


#### **NURTURE A GROWTH MINDSET.**

People with a growth mindset believe their abilities can be developed through dedication and hard work. They view their innate abilities as a starting point and have a love for learning. Strong feedback cultures value this mindset. They value learning and development. They view feedback as an opportunity to improve. And they don't just say they value these things; they show it and integrate it into their business.

# OFFICE ENVIRONMENT

How engaging is your office? While things like ping pong tables and yoga balls don't directly increase engagement, they communicate that your organization cares about the wellbeing of its employees.





### **CREATE A SUSTAINABLE WORKPLACE.**

To many people, sustainability and green issues are an essential part of their lives, guiding a majority of personal and professional decisions. Employers, too, need to show concern about the environment if they wish to engage employees more fully.



### **CREATE A UNIQUE OFFICE ENVIRONMENT.**

Make your workplace engaging by creating an office or workspace employees actually enjoy spending time. A few ideas include bright colored walls, open and collaborative work stations, freshly stocked break rooms, music, massage chairs, and games. Remember, your company's idea of "unique" largely depends on your culture and nature of work.



### **OFFER COMFORTABLE WORK STATIONS.**

Think standing desks, yoga balls, space heaters, etc.



### **SEAT TEAMS TOGETHER.**

Sitting close to one another will help team members build stronger relationships. Also, consider seating the manager with, not apart from, his or her team.



### **HAVE A COMPANY FRIDGE.**

Without one, it's nearly impossible for employees to bring lunch or snacks from home.



### **HAVE THE RIGHT COFFEE IN-STOCK.**

Poll your employees: what coffee do they like to drink? Or do they prefer tea? Cocoa? What type of creamer? This small gesture will go a long way toward ensuring employees are comfortable, functional, and productive.



### **LET EMPLOYEES WORK FROM HOME WHEN THEY'RE SICK.**

Double win: they can work in their PJs and not infect the office.



### **CHOOSE NATURAL LIGHTING.**

Artificial lighting can be detrimental in two ways: it can either be too dim or too harsh. Because the eyes are required to work much harder than usual, dim lighting can cause eye strain, headaches, drowsiness, and lack of focus. Harsh lighting, though opposite of dim lighting, can have many of the same effects. The solution? Natural lighting. Not only does natural lighting make it easier to see, it has also been shown to improve happiness, health, and job satisfaction, all resulting in increased employee performance. If true natural lighting (windows) is an impossibility, consider lamps or bulbs that simulate natural light.



### **HAVE A PLACE FOR OUTERWEAR.**

No one wants to hang a soggy coat on the back of their desk chair.



### **GET A BETTER CHAIR.**

The average employee spends 1,420 hours — or 59 days — of the year sitting in an office chair. Ergonomic chairs are essential to the improvement of employee performance because they relieve bad posture, muscle fatigue, and stress.



### **MAKE THEM MOVE.**

The placement of your coffee pot and water cooler are essential to a better performing office. Think: what are the routes my employees take every day? Bathroom, coffee pot, and water cooler are the big three. These serve as a way to get employees out of their routine and into more chance encounters. Chance encounters increase organizational familiarity and grease the wheels for creative solution conversations.



#### **INVEST IN WORKSPACES FOR DIFFERENT SCENARIOS.**

Giving employees multiple and movable work spaces allows them to tailor the environment to the given task. An employee may want a community space while brainstorming, but she might prefer a quieter booth for strategic thinking. Agile furniture and spaces puts power, control, and choice into the hands of employees.



#### **ENCOURAGE PERSONIZED WORKSPACES.**

Employees want to feel like they own a piece of their work environment, and decorated desks are just the way to do that. Consider having a contest for the best decorated desk or providing picture frames and corkboards to new employees.



#### **ENCOURAGE WALKING MEETINGS.**

When discussing agendas or items with employees, get moving and take laps around the floor or building. The Harvard Business Review found that not only does this type of activity [spark new ideas](#), but the movement and side-by-side positioning of a stroll also eliminates some of the trepidation associated with sharing new ideas.



#### **PAY ATTENTION TO WALLS.**

As boring as they may seem, the placement of desks in relation to walls can have a huge impact on productivity. The ideal arrangement: a wall is behind the employee, for a sense of privacy. No blank wall within eight feet of the desk; hang art so that the employee has a place to rest his or her eyes. An employee should see at least two people but no more than four, with ready access to a conversation partner. Additionally, 50-75 percent of an employee's work zone should be enclosed by walls or windows to aid in focus.

# REMOTE EMPLOYEES

Remote employees face unique challenges, and thus require unique attention to increase engagement.





#### **78 USE THE RIGHT TECHNOLOGY.**

Communication is critical to effectively managing remote employees, and you should carefully analyze the latest tech solutions that your team can use to stay more connected. For example, Skype, Asana, GoToMeeting, and Slack are a few of the common communications apps used in offices. Choose tools that employees will use consistently and are easy to learn.



#### **79 TAKE ADVANTAGE OF VIDEO CONFERENCING AS MUCH AS POSSIBLE.**

When you schedule staff meetings, incorporate video calls with screen sharing. Video calls should also be encouraged for one-on-one conversations so that different team members foster better work relationships.



#### **80 FOSTER SOCIAL INTERACTION.**

Just because your remote workers aren't located in your geographic area doesn't mean that they need to be isolated at home. Co-working environments have popped up in various cities and can provide remote employees with social interaction. Such environments are ideal for improving work mentality, fostering innovation, and more.



#### **81 SHOW THEM YOU CARE.**

An easy way to increase visibility for remoters is by leveraging an online recognition platform. A public system will give every employee the ability to view, comment on, and give recognition in real time.



#### **82 MAKE SURE THEY'RE NOT OVERWORKING.**

Recommend a work schedule that gives them ample free time to spend with family and friends. Make them feel as though you value their work and respect their personal time as well. Making this effort to show you care can go a long way toward making remote employees feel valued and appreciated.



#### **KEEP THEM IN THE KNOW.**

It is important that you keep your remote workers updated regarding major projects, goals, and more for the company. Utilize an employee-friendly goal setting and tracking system to give everyone access to company goals, progress updates, new projects, and more. More than that, ask for their insight, advice, and preferences.



#### **PAY FOR A VISIT.**

Your remote employees should visit the home office several times a year to cement relationships that are built over the computer.

# GIG EMPLOYEES

Freelance employees are just as important to your organization as anyone else. For ideas to keep them engaged, read on.





#### **ONBOARD YOUR CONTRACTED EMPLOYEES.**

Your gig employees need onboarding, and they need it at a more rapid rate than your average employee. They need to understand what your company does, how your company functions, and what role they play in the strategic plans of the company — this will kick-start their engagement.



#### **MEASURE GIG EMPLOYEE ENGAGEMENT.**

You can't fix what you don't understand. While it can be tempting to leave your contract employees out of your annual engagement survey, every single person who works for you should be included. This way, you can understand the unique problems, opportunities, and challenges of that specific population.



#### **DON'T THINK OF INDEPENDENT EMPLOYEES AS RESOURCES.**

When employees are thousands of miles away, working on an as-needed basis, it is easy to think of gig workers as merely a means to an end. Have the discipline to treat them not as resources to be allocated but rather as integral members of the team and organization.



#### **INCLUDE GIG EMPLOYEES IN COMPANY COMMUNICATIONS.**

While some messages might only apply internally, certain things like hiring announcements, goal updates, and company news should be sent to your freelancers. This will give them the context to feel like a part of a larger organization.



#### **RECOGNIZE SUCCESS.**

Gig employees need recognition just like your other employees, but the medium might look slightly different. Yes, recognize gig and joint efforts internally, but remember — these people likely work for someone else, too. Offer to refer the employee to another prospective employer, or post a recommendation on his or her LinkedIn profile.



#### **INCLUDE GIG EMPLOYEES IN COMPANY MILESTONES.**

Gig employees have built your company just like any other employee. Multiple studies have predicted that freelancers will make up at least 40% of the workforce in the next several years, and that population shouldn't get left out of company milestones. Invite them to your annual holiday party, regional meetings, and team lunches. They might not take you up on every invite, but a welcoming environment shows how much you value their contribution.

# HOURLY EMPLOYEES

Employee engagement isn't just for salaried workers. Here are some ideas to engage your hourly employees.





**91 SET UP TEAM BONDING ACTIVITIES TO INCLUDE VARIOUS SHIFTS.**

When you work shifts, there are whole groups of team members you never get to meet. Use planned activities to connect coworkers.



**92 INITIATE QUICK HUDDLES.**

As shifts are changing, conduct a five to 10-minute meeting so groups are aware of what to expect for the upcoming shift.



**93 PROVIDE SNACKS.**

Finding food in the breakroom is sure to brighten anyone's day.



**94 HOST LUNCHES WITH LEADERSHIP.**

In a large company, and especially when managing multiple shifts, it can be hard for everyone to see and hear consistent messages. Hosting meals with execs builds transparency between leaders and employees and provides a common space to talk about problems and successes.



**95 BE ACCESSIBLE.**

Even if employees' hours don't match up with managers', there still needs to be face-to-face interaction. How can you invest in different shifts, for those employees who don't usually get the benefit of visible time with managers?

# NEW EMPLOYEES

Start off on the engaged foot!  
For retention, it's critical to engage  
new hires early and often.





### **DON'T OVERSELL THE OPPORTUNITY**

During the interview stage, did you promise more or better than the reality? New employees will be able to tell in a matter of time, and they'll start looking for a new job quickly. Realistic expectations are the first step in employee engagement.



### **PREPARE NEW HIRES.**

Send an email with the day, time, and place for their first day, as well as information on what they need — special clothes, equipment, a lunch, etc. If possible, include the day's itinerary.



### **ONBOARD WELL.**

Companies that have a standard onboarding process see 50 percent higher retention of new hires. Plan out your onboarding process with a [new-hire checklist](#) that is geared toward making the experience fun, informative, and purposeful.



### **KILL THE PAPERWORK.**

No one wants to spend the first day doing paperwork. Set up your paperwork to be e-signed from home before their first day, or mail them the paperwork and have them complete it in the comfort of their home before they start.



### **MAKE INTRODUCTIONS.**

Ok, so introductions can sometimes be a bit awkward, but they're better than letting new employees wander around the office feeling like strangers. Be sure the new hire gets introduced to everyone they'll be working with directly.



### **GIVE THEM A BUDDY.**

Employee perceptions of a workplace start forming on day one — so take advantage of this opportunity to jumpstart engagement. Assign new employees a buddy from another group or department to show them the ropes. This will give employees a chance to get to know coworkers outside of their immediate work group and help foster cross-team communication down the road. (Plus, this new confidant can help answer some important questions new employees might be hesitant to ask their managers or team members.)



#### **PROVIDE THE TEAM SPIRIT.**

Each new hire should receive a company t-shirt (or other swag) within the first week of work. You may even consider different shirts, coffee mugs, or pens for different teams within the company.



#### **GIVE A TOUR.**

Another way to help kill new hire awkwardness is to make sure your new hire doesn't need to ask where the essentials are — show them the bathrooms, breakrooms, supplies, and anything else they'll need are with a tour. If they need badges, etc. to access certain areas, be sure they have them ahead of time.



#### **SET UP A QUICK WIN.**

Give new hires a real work task to do with a partner or team that can be finished by the end of the day. Purposeful work will give them a sense of accomplishment and help them integrating with the team right away.



#### **SET EXPECTATIONS.**

Don't make new hires guess what success looks like at the new job. Set 30-, 60- and 90-day goals for them to achieve so they know exactly what needs to be done and how they're performing.



#### **EXPLAIN THEIR COMPENSATION.**

We may not be totally in it for the money, but no one takes a job for free. Help your new employee understand the extent of their compensation. Oftentimes, employees are not aware of the full value of their compensation package beyond their salary. Present them with a sum of the value that includes salary, healthcare, bonuses, 401k, and the monetary value of additional benefits they receive.



### **CONNECT THEM ON SOCIAL MEDIA.**

These days, up to 60 percent of employees are using social media to connect with coworkers. Help your new employees connect to the company and colleagues on social media as soon as they've been officially hired. It will get them involved with company culture before they even set foot in the door (and it's also a good way to help build social presence for your brand).



### **SURVEY AND GET FEEDBACK.**

If you want to see how you're doing at onboarding, be sure to survey and collect feedback from new and existing employees. It's the best way to measure how well you're doing at creating a work culture that engages and ultimately retains employees.



### **PUT AN END TO "THE HONEYMOON PERIOD."**

If you often notice that engagement declines after the first year, you are not alone! It's a common occurrence for most organizations. In order to prevent this decline, make sure you have a career development conversation near the end of a person's first year with the organization. Make sure to cover the following: *What growth did I experience in the past 12 months? What growth do I hope to achieve in the next 12 months? How can I achieve this?* Additionally, make sure that you have a roadmap for onboarding beyond just the first 6-12 months of employment. Employees should be introduced to aspects of the organization gradually, and it shouldn't just come to a screeching halt after one year.

# EXITING EMPLOYEES

Organizations who pay attention to the engagement of exiting employees reap the benefits, both for their employer brand and for current employees. Check out the ideas in this section!





**CONDUCT AN EXIT INTERVIEW, THEN AN EXIT SURVEY.**

Start with an exit survey; then conduct an interview to fill any gaps the survey might leave. This allows you to gather standardized data *and* dive deeper into employee responses, providing a complete picture of the exit.



**CONNECT YOUR SURVEY DATA TO YOUR TURNOVER DATA, THEN PINPOINT AREAS OF CONCERN.**

First, link an employee's engagement survey data to turnover data. Make sure to utilize survey software that enables you to match the data sets while protecting employee confidentiality. Then, identify items that most strongly differ between your termed and non-termed employees. Retention opportunities may differ from population to population. If you notice trends among certain groups, follow up with focus groups to understand those differences.



**THROW A GOING-AWAY PARTY.**

End the formal work relationship on the right foot. Let your exiting employee know that they'll be missed.



**KEEP IN TOUCH.**

Whether you meet once a quarter to catch up, swap holiday cards, or continue to invite them to your annual company event, maintaining a good relationship will do a lot to help your employer brand. It will also show current employees that you value them outside of their employment.

# CHANGE MANAGEMENT

Organizational change is both the most important and the most challenging time to keep employees engaged. Below are helpful ways to support engagement throughout the process.





**PROVIDE MULTIPLE MECHANISMS FOR INTERNAL COMMUNICATION.**

During a major company upheaval, it's important to provide multiple ways for employees to speak up. Get input from employees all throughout the change.



**CREATE A COMPANY MASCOT.**

Sounds dorky, we know, but what better way to lighten the mood? The mascot can boost team spirits by delivering ice cream after a tough day of training or providing motivating playlists for a Friday afternoon.



**ENCOURAGE LEADERS TO TAKE ADVANTAGE OF THE FAILURES.**

These are critical times where leadership can own up to a bad decision, show vulnerability and a human side that develops employee trust and shows them to be authentic. Don't gloss over these moments and just move on to new solutions. Use them as opportunities to show that you're human.



**CLEARLY DEFINE VALUES AND RECOGNIZE EMPLOYEES FOR THEM.**

When your organization is going through change, it's important that employees see the organization as a solid entity. There's no better way to do this than by reinforcing company values.



**SPRINKLE IN PULSES WHEN NECESSARY.**

Did you experience a change in leadership? Implement a new process? Send out pulse surveys for a quick and accurate read on engagement amidst organizational change.



**TRAIN EMPLOYEES TO RECEIVE CHANGE WELL.**

Just as coaches prepare game strategies while players chug Gatorade, so too must managers and employees both prepare for organizational change. Proper mindset and thorough reflection are keys to surviving during what is sure to be a trying time.



### **ADOPT A SHARED SET OF CHANGE PHILOSOPHIES TO KEEP EVERYONE ON TRACK.**

HR leads the organization through change: make sure HR is aligned and committed to moving in the same direction.



### **POSITION CHANGE MANAGEMENT AS AN ONGOING PROCESS.**

Change management isn't a point-in-time activity that you do once and cross off the list. Make it clear to employees that this will be an organizational journey.



### **ACKNOWLEDGE YOUR COMFORT LEVEL WITH CHANGE.**

We all cope with change differently, moving through it at varying speeds as we navigate our unique levels of uncertainty and ambiguity. One of best things you can do when dealing with fear of change in the workplace is acknowledging your own level of discomfort. How have you felt during prior changes? What were those changes? How long do you typically feel that way? Are you excited for changes or do you dread a potential new direction, role change, or expanded responsibility? Once you acknowledge your own level of comfort, you can recognize how you may impact others' fear of change in the workplace and, more importantly, how to overcome your own fear of change.



### **ARTICULATE THE FACTS.**

When an organization is evolving and confronting a change, water cooler discussions often become more frequent and less engaging. It's easy during these times of uncertainty to latch onto details that provide you some level of comfort, even if it's false certainty. We often imagine worst case scenarios just to provide what we think is clarity on a situation; however, it's typically far from the reality. When trying to reduce the fear of change in the workplace, take time to articulate the facts. Focusing only on the facts is a big milestone on the path to overcoming your fear of change.



### **ACTIVATE ON THE CHANGE.**

Instead of hiding from your fear of change, overcome it by being open and flexible to taking on new challenges and tasks that align with the occurring changes. Maintain a high level of performance and engagement by actively participating and focusing your energy on developing new behaviors. Adopt an attitude of anticipation and excitement. Welcome change as an opportunity to involve yourself in new projects and teams. That way, you will more likely feel empowered and less fearful.

# A BALANCED EMPLOYEE EXPERIENCE

Employees are people too. Use these tips to encourage healthy home and work experiences.





#### **PROVIDE FLEXIBLE WORK HOURS.**

Your employees aren't children. Trust them to do their jobs at the time that works best for them.



#### **ENCOURAGE FLEXIBLE WORK LOCATIONS.**

Life happens, and that means employees sometimes need to work from an airport, a mechanic shop, or from the orthodontist's office. This flexibility will greatly reduce employee stress.



#### **DON'T OVERWORK STAR EMPLOYEES.**

When an employee is a diligent and efficient producer, managers often feel like they can assign more (and more and more) work. While the employee can handle the increased workload, doing more of the same will lead to burnout and fatigue. Your employee may be willing to stay late to help in a bind; but when she logs overtime Monday through Friday, she's going to start looking somewhere else.



#### **CHALLENGE YOUR EMPLOYEES.**

Most employees aren't looking for an easy, clock-in/clock-out type of job. They want work that tests their current skills and knowledge, something that they can really sink their teeth into. If an employee is looking for the nearest exit, you might have failed to appropriately match projects to their skillsets.



#### **CONSIDER UNLIMITED VACATION.**

Sounds crazy, but maybe it's not: As long as they're getting all their work done, who's to say they can't take some extra days off?



#### **INSIST ON SABBATICALS.**

These extended times of travel and study are [great for your employees and your organization.](#)

GUEST  
IDEA

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**FOCUS ON WHAT ENERGIZES EMPLOYEES.**

“A simple question that rarely gets asked is: “When are you at your best?” This is a deeply insightful question that opens up a powerful dialogue and uncovers people’s true strengths, which are things they are energized by and not just things they are “good at.” The follow-up on questions then becomes: “How do we help you do more of what energizes you?” and conversely, “What’s draining your energy, and how can you do less of that?” Focusing the conversation on energizers and drainers puts leaders and contributors on the same side of the table, working together on solutions!”

Josh Allen Dykstra | Author, Speaker, and CEO of Strengthscope U.S.

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**RELEASE THE COMPANY AT NOON THE DAY BEFORE A HOLIDAY.**

Who wouldn’t love a jump-start on holiday travel? This shows that you care about your employees’ lives outside of work.

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**SUPPORT AN ONSITE FITNESS FACILITY.**

This benefit will give employees a chance to relax and recharge while also taking care of their health — and more than half of all employees want an onsite fitness facility.

# GIVING AND RECEIVING ENGAGING FEEDBACK

Feedback is the foundation of a strong and engaged organization, but for many, the concept is intimidating. This section will teach you all you need to know!





#### **PROVIDE FEEDBACK TRAINING.**

Both giving and receiving feedback are skills. What's more, they're skills that are rarely developed. To support a feedback culture, provide training and [resources](#) to your employees.



#### **SET THE TONE FROM THE TOP.**

Like any element that you want to make part of your organizational culture, it starts at the top. Receiving and giving feedback well must be modeled. Your leaders must hone these skills and set the example. They must ask for feedback (up and down the hierarchy and sideways) and visibly show that they receive feedback well. And they must do it again and again.



#### **CREATE A FEEDBACK-SAFE ENVIRONMENT.**

Getting a feedback culture to work relies on one important factor: having employees who are willing to give honest feedback. Employees need to feel safe and know that if they give feedback they won't face negative repercussions. This starts with building trusting relationships and is reinforced by how feedback is received. Different employees will have different comfort levels with both giving and receiving feedback. It's important to be respectful and not force feedback. Use emotional intelligence to gauge whether a person is ready to give or receive feedback, and if you can't tell, ask.



#### **SET CLEAR EXPECTATIONS AROUND FEEDBACK.**

If giving and receiving feedback well is an important aspect of your culture, it must be made clear. Set organizational expectations around what feedback looks like in your organization: *Who gives it? Who receives it? How often does it occur? How do we do it? What is the goal of feedback?*



#### **MAKE IT ROUTINE.**

When feedback happens routinely, it becomes expected; it integrates into everyday operations; and we get better at it.



#### **USE MULTIPLE FEEDBACK CHANNELS.**

Different people prefer different feedback channels. Different situations call for different feedback channels. By providing a variety of feedback channels, you give employees the opportunity to give feedback in a way that they're comfortable.



#### **NURTURE POSITIVE AND CORRECTIVE FEEDBACK.**

If you only focus on positive feedback, you risk ignoring problems and stagnating the growth of your employees. On the other hand, if you only focus on corrective feedback, you risk ignoring successes and undervaluing employee contributions. Strike the right balance of positive and corrective feedback, and provide outlets for employees to give and receive both on a regular basis.



#### **HIGHLIGHT DECISIONS MADE BASED ON FEEDBACK.**

When you make a decision or change based on someone's feedback, let them know. Don't only focus on communicating the decision or change; focus on the why. "Why did we do this? Because of your feedback."



#### **POWER YOUR TEAM WITH FEEDBACK TOOLS.**

Power your team with feedback tools. Technology solutions can facilitate feedback processes by giving employees an easy way to record notes from feedback sessions, conduct two-way feedback conversations, request 360 feedback, give positive feedback via recognition, and collect feedback via surveys.



#### **CREATE SAFETY.**

Are there consequences for speaking up? If employees fear that sharing their thoughts has the potential to come with professional, financial, social, physical, or emotional risks, then they are unlikely to share different perspectives or opinions. When employees know they're safe to share their thoughts (respectfully) without fear of punishment, it gives them a figurative green light. Foster a safe space for voices by paying attention to the way you react to feedback and ideas.



#### **BE OPEN AND SUPPORTIVE OF IDEAS.**

Often times, employees don't speak up because their input or idea is partially complete, and they fear that an imperfect idea won't be well-received. Create a trusting and supportive environment where incomplete ideas or thoughts can be fostered. You can do this by recognizing someone for sharing an idea in its infancy or sharing your own idea for early feedback. Be open to having others critique your ideas. Show your vulnerability by admitting when you're wrong or unsure.



#### **PROVIDE GUIDANCE.**

In the best organizations, feedback is welcomed, but it is expected to be respectful and professional. Provide direct feedback to employees if they use language that's not appropriate, make other employees feel uncomfortable, or if feedback disengages others. While the feedback is still valuable, the employee can learn how to share it in a way that better aligns with the organization's code of conduct.

# CREATING A CULTURE OF ENGAGEMENT

Building a culture of employee engagement is not an easy task, but organizations that are committed will reap the dividends. Don't shy away from the ideas in this section — they'll have a huge impact on your organization.





#### **SEPARATE COMPENSATION AND PERFORMANCE.**

Traditional appraisals are [lousy at assessing performance because they are tied to compensation](#); however, it's critical that you replace that practice with a process and training that actually impacts performance.



#### **CUT DOWN ON RED TAPE.**

Our research has shown that red tape and [bureaucracy negatively impacts employee engagement](#). Do what you can to get rid of it in your organization.



#### **AVOID GENERALIZATIONS.**

Manage individuals, not stereotypes. Stay away from generalizations, including assumptions about departments, geographies, or [generations](#).



#### **FIND YOUR CHAMPIONS.**

Make coaches out of the managers who excel in engaging their teams. These are unique individuals who balance investing in people and excelling in their subject matter areas. Help them share their methods with other managers.



#### **SUPPORT ORG-WIDE VOLUNTEER PROGRAMS.**

How can your entire organization champion an important cause?



#### **CONDUCT QUARTERLY TEAMBUILDING OFFSITE.**

Building strong connections between coworkers is essential to your organization's productivity. Escape the routine of the office and head somewhere new.



#### **DON'T TOLERATE POOR PERFORMANCE.**

An organization is only as strong as its weakest link. Employees don't want to be dragged down by difficult colleagues — they know it will hold them back from achieving their personal and professional goals. An inefficient organization won't help them shine, and frankly, will be a waste of their time.



#### **DON'T MICROMANAGE.**

When leadership micromanages employees, it comes across as an insult to the employee's intelligence and drive.



#### **CREATE A CULTURE TASKFORCE.**

Whether you call it a club, a taskforce, or an army, having a dedicated employee group to spearhead engagement initiatives is a good idea. This group should consist of members of all departments and levels, communicating and championing employee voice.



#### **SHOW OFF YOUR PEOPLE.**

What better way to show your employees you love and value them, than by plastering their photos on lobby walls, break-room bulletin boards, or a [quirky "Our Team" website page](#). Have some fun with it and schedule individual, team, or all-company photo shoots. Posting employee photos might seem like a small gesture, but it's a gesture that makes employees feel included, appreciated, and valued. If quirky photo shoots don't fit into your company culture, take photos at holiday parties, happy hours, or team events and post the happenings to your Facebook page or share with the Twittersphere.



#### **CREATE A VOICE-EMPOWERED CULTURE.**

Being forthright at work can be intimidating. Use these tips to help employees tell the truth:

- Recognize your fear.
- Consider the cost of silence; what are you losing by keeping quiet?
- Go into the conversation knowing your desired outcome.
- Practice what you want to say.
- Ask questions to gather more information, eliminate assumptions, and explore what's possible.



### **ENCOURAGE EMPLOYEE FRIENDSHIPS.**

One of the best motivators of workplace friendships is employee proximity. Be conscious of where employees come in contact with one another. Cubicles can be a great way to cut down on distractions, but if the walls are too high, you could be isolating your employees and preventing the role of proximity in employee relationship building. Common spaces, such as a shared kitchen or the classic water cooler, can encourage culture-building encounters.



### **FACILITATE GOOD MANAGER-EMPLOYEE RELATIONSHIPS.**

You might be tired of hearing this one, but people don't quit their jobs, they quit their managers. Let's consider an actionable insight from Laszlo Bock. In his book *Work Rules*, Bock mentions, "The key to balancing individual freedom with overall direction is to be transparent." This means that you should encourage your managers not to be knowledge hoarders or "silent sufferers." Managers can facilitate healthy relationships with employees by being upfront with expectations and concerns for the team.



### **CREATE TRADITIONS.**

Culture is made up of shared traditions, habits, artifacts, and language. Look for opportunities to create these shared experiences around giving and receiving feedback. At Quantum Workplace, we participate annually in QW Voices, our employee survey and focus group initiative, and monthly GOOD lunches, our manager-employee performance conversations.

# COMMUNICATING FOR ENGAGEMENT

Good communication is at the foundation of an engaged workforce. What tips will you implement in your organization?





#### **ASK EMPLOYEES FOR ADVICE.**

Employee engagement surveys and one-on-one feedback sessions are effective modes for targeting organizational and employee issues, such as alignment with goals, personal or professional obstacles, and trust in coworkers and senior leaders. What annual surveys or monthly manager-employees don't do, however, is allow employees to voice their opinions when it comes to everyday, low-key decisions. Ask your employees for their advice on how to decorate for the office Halloween party, what snacks to provide for happy hour, what color to paint the lobby, etc. Consulting your employees will show you respect their opinions and help you make crowd-pleasing decisions.



#### **INFORM EMPLOYEES OF COMPANY STRATEGY.**

Uncertainty of company vision and disbelief in future success go hand in hand. When employees don't know or understand the goals, direction, and vision for the company, they are less likely to be confident that it will be successful in the future. Clue your employees in at strategic company meetings — schedule semi-annual touch points to remind employees of where your company aspires to be and provide progress updates. Want to take it one step further? Leverage an online, public platform to post your individual, team, and company goals, track progress, and measure success.



#### **TALK WITH YOUR EMPLOYEES. FREQUENTLY.**

Managers should have frequent one-on-ones to discuss performance and career development, but don't forget to check in on how your people are doing, generally. If your team member is getting married, having a baby, sending a child off to college, running their first marathon, or giving back to the community, acknowledge those life events and celebrate them more broadly (*if that's how your team member prefers to be recognized*).



#### **EMBRACE TOUGH CONVERSATIONS AROUND PAY AND PERFORMANCE.**

Use [this method](#) to tackle difficult talks effectively.



#### **MAKE A HABIT OF QUARTERLY, ALL-EMPLOYEE MEETINGS.**

Whether in-person or broadcast over video, it's important to get your entire organization together regularly, especially to communicate strategy messages and updates.



#### **LEVERAGE AN EMPLOYEE ENGAGEMENT AMBASSADOR.**

An [engagement ambassador](#) is an internal advocate of your employee engagement strategy. They have their own ideas on how to optimize your current strategy and have influence to rally teams and colleagues around the initiative.



#### **COMMIT TO A VISION.**

Who quits their high school basketball team in the middle of the state playoff game? You'd be hard-pressed to find a single example. Why? Because their vision is staring them straight in the face. They might win, they might lose, but you better believe they're going stay around until it's over. To keep employees for the long haul, set a clear vision for individual impact and organizational success.



#### **DISCUSS WINS AND LOSSES IN A DIGESTIBLE FORMAT.**

At the end of every month, have each team provide their wins and losses for that month. Distribute in a company-wide email or newsletter.



#### **MAKE SURE YOUR MEETINGS HAVE A PURPOSE.**

While there might be some housekeeping issues or topics that need to be addressed and opened up for questions, meetings should have a purpose of collaboration. Send this purpose out beforehand to everyone who will be attending. This will prepare attendees for the topics of discussion and prevent tangential conversations.

# REWARDING EXTRAS

Employees need to be recognized for how they contribute to the organization. Read this section for unique ideas!





#### **MATCH EMPLOYEE PHILANTHROPY GIVING.**

Multiply the good your company does in the community. Consider establishing a single day, week, or month where you match employee contributions.



#### **CALL OR TEXT AFTER WORKING HOURS TO EXPRESS APPRECIATION.**

When an employee really goes above and beyond, recognize them in an above-and-beyond way.



#### **SEND A HAND-WRITTEN LETTER.**

Never underestimate the impact of a quick note.



#### **PROVIDE THEIR MORNING CAFFEINE FIX.**

Whether they prefer tea or coffee, bring in their favorite order. Can you think of a better way to start the morning?



#### **RECOGNIZE THE ENTIRE FAMILY.**

Perks at the office are great, but find ways to develop perks that impact the entire family of an employee. This will help employees know you truly care about their whole person and the things that matter to them. (Think zoo passes, day care partnerships, care packages when a baby arrives, etc.)



#### **IMPLEMENT A STOCK OWNERSHIP PROGRAM.**

You think your employees are invested in the organization's success now? Just wait until they own a piece of it.



#### **CELEBRATE PEOPLE, NOT JUST ACCOMPLISHMENTS.**

You know how important it is to recognize employees for a job well done. But have you ever thought about recognizing your people instead of their work accomplishments? (And we don't mean saying, "You're great, Bob," instead of "Nice work, Bob.") We're talking about recognizing who your people are and any milestones they might encounter outside of work, like birthdays, community awards, graduations, weddings, etc.



**176 START A TRAVELING AWARD.**

At Quantum Workplace, we honor employees annually with the Dash Award (personal and workplace achievement) and the Funniest Qwirk Award. What does your organization want to recognize?



**177 SCHEDULE LUNCH OR DINNER WITH THE CEO.**

One-on-one time with the head honcho is a great way to reward stellar performance.



**178 THINK OF EMPLOYEES WHEN THEY'RE SICK.**

What could be better than a warm bowl of [chicken noodle soup](#)?



**179 GO ON AN OFFICE SUPPLY SHOPPING SPREE.**

This fun treat really lets employees make the office their home.



**180 DETAIL THEIR CAR.**

Almost everyone could use a cleaner car — and a more pleasant commute.



**181 CREATE A "BAD DAY/GOOD DAY" LIST.**

What things will comfort your employee on a bad day? What do they like when the day calls for a celebration? Ask your employees to fill out a questionnaire with their favorite foods, music, coffee orders, movies, and other extras; keep the list handy for a little gift on the days that call for it.



**182 ASK THEM HOW THEY LIKE TO BE RECOGNIZED.**

Ask each of your direct reports: "How best do you like to be recognized?" Personalize recognition whenever you get a chance.

# GETTING SOCIAL

Peer interactions provide an excellent source of connection to the workplace. Get to know your peers better with these ideas!





**GRAB A MEAL OUTSIDE THE OFFICE.**

Invite coworkers to breakfast, lunch, or coffee.



**CREATE COLLABORATION SPACES.**

Work projects are a great way to ease hesitant employees into socializing. Diner-style booths, whiteboards, and work rooms all encourage more familiar interactions.



**PAY FOR RACE REGISTRATIONS.**

Grab your running shoes and meet your coworkers at one of the many road races happening every weekend.



**GO BOWLING.**

A little friendly competition will bring some fun into the regular work week.



**TRY AN ESCAPE ROOM.**

These giant puzzles are perfect for the team who likes to solve problems.



**PLAN A TEAM RETREAT.**

Two or three days without the distractions of normal life will allow time for employees to build quality connections and tackle entire-company challenges.



**START A SAND VOLLEYBALL TEAM.**

Get the gang together on the court to build teamwork.



**ROTATE TEAM ACTIVITY CHOICES.**

Each month your team should get together to enjoy the success (or failures) of the past month. Rotate who gets to pick.



**DON'T FORGET ABOUT HAPPY HOUR.**

Simple and sweet — that's why it's been an office staple for years.



**BRING ON THE BIRTHDAY CAKE.**

But don't stop there! [Here's](#) the best way to celebrate birthdays in the office.



**HOST AN ICE CREAM SOCIAL.**

This open-house style event is a great way for your employees, clients, and friends to get to know each other.



**SPEND SOME TIME ON A PEDAL PUB.**

Have you seen [these](#) riding around your town?



**START A FANTASY SPORTS LEAGUE.**

[Fantasy leagues](#) create a common experience for employees to talk about.



**CHOOSE A DAY FOR PHILANTHROPIC SERVICE.**

Get the whole office together to help the less fortunate.



**MAKE SURE THERE'S OFFICE SPACE FOR SOCIALIZING.**

A lunch room, a basketball hoop, and other similar locations encourage employees to socialize during the work day.



**GO ON A PICNIC WITH YOUR TEAM.**

Grab your sack lunches and head to the nearest park or greenspace.



**HOLD AN ANNUAL EVENT WITH YOUR EMPLOYEES' FAMILY AND FRIENDS.**

Those who support your employee are a huge part of why your organization is successful; thank them!

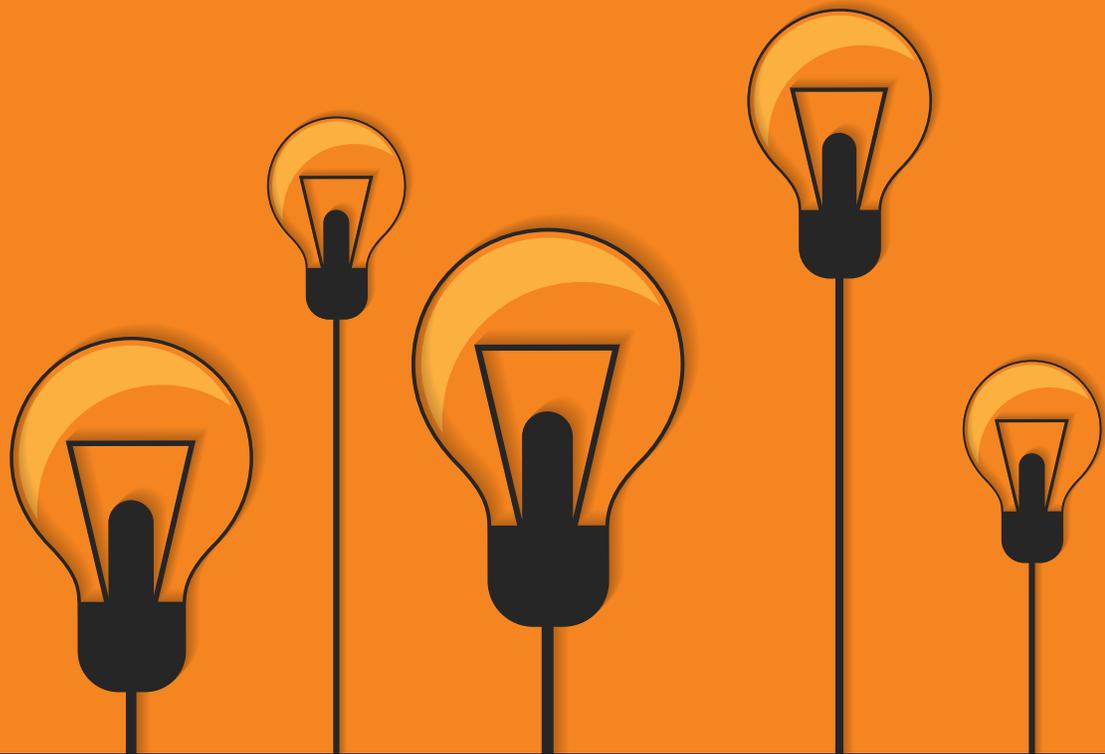


**CELEBRATE FOUNDER'S DAY.**

Are you celebrating the birth of your organization? You should be! Your years in business are certainly an accomplishment.

# CONCLUSION

We get it, there's an overwhelming number of ideas in here. Whether you implement two or all 200 ideas, you're showing your employees you care about cultivating a better workplace every day.



A stylized lightbulb icon with an orange glow and radiating lines, symbolizing an idea.

NOW  
HERE'S  
A GREAT  
IDEA...

## ONE SOLUTION FOR EMPLOYEE ENGAGEMENT.

Quantum Workplace provides an all-in-one employee engagement software, serving 8,700+ organizations to position managers to drive workplace culture, build effective teams, and increase engagement:

- Provide one central spot for engaging employees
- Empower employees to take engagement into their own hands
- Measure and monitor employee engagement
- Implement employee lifecycle surveys, engagement surveys, and pulse surveys
- Develop employees with 360 feedback and one-on-ones
- Recognize employees with peer-to-peer recognition

[Learn More](#)