3 Secrets to Building a High Performance Culture

PRESENTED BY

bucketlist X **atd**
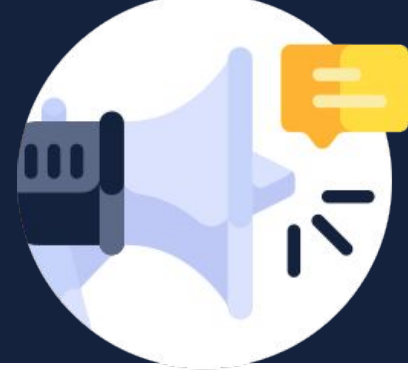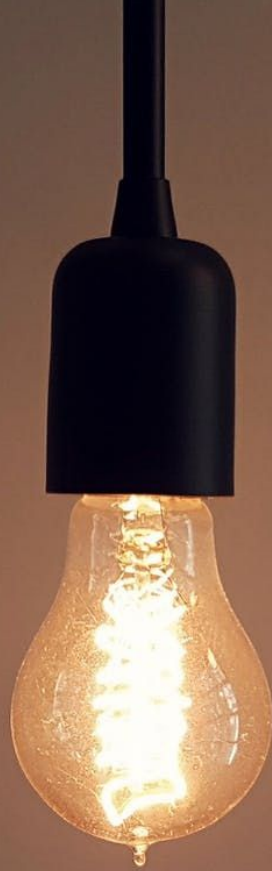
The #1 Employee Rewards and Recognition Program

Association for Talent Development

Experience

Enterprise Rewards and Recognition. From startup to fortune 100 across. In over 40 different countries

UNIVERSITY OF TEXAS ARLINGTON

COREL™

STAMFORD HEALTH
Healing. Reimagined.

Nova Scotia POWER
An Emera Company

ORLANDO MAGIC

SH
HOTELS & RESORTS

RBC | Royal Bank

Colliers INTERNATIONAL

Chick-fil-A

Our mission to help people leaders build the best cultures possible.

AGENDA

Fostering a high performance culture:
1. Goals and accountability
2. Employee wellbeing
3. Employee engagement & recognition

3 Secrets to fostering a high performance culture

1.

Goals and Accountability

2.

Employee Well Being & Building trust

3.

Employee Engagement, Recognition & ROI

3 Secrets to fostering a high performance culture

1.

Goals and Accountability

Company Vision

During the recruitment process, we share our company vision

Bucketlist Vision

The following is a three year vision of where Bucketlist Rewards will be by December 2023.

Overview

The world is changing. Employees are more mobile, less loyal and more remote and great employees have more choice than ever before. It's become increasingly competitive to attract and keep top talent.

At the same time, the most successful companies, the companies that are winning, are those that can recruit and retain employees. In this new era, employees need to feel connected to their work, understand the organization's mission and purpose and be recognized for their efforts and appreciated for the impact they have on the company.

Detailed Training Plan with Milestones

- Well documented process
- Weekly milestones, with reviews
- Team leads and supported by colleagues
- Clear KPIs
- Creates clarity and empowerment

Week 1: **Setting Up Demo Site and Understanding of the customer journey**	Tasks / To Dos	Evaluation Criteria
☐	Meet with Anthony to discuss the Sales Process	
☐	Meet with Olga to discuss our Marketing strategy	
☐	Meet with Marc to discuss the Product Team processes	
☐	Get set-up and familiarized with company tools i.e G Suite, Slack, Zoom etc.	
☐	Sit in on a discovery call (sales)	
☐	Sit in on a demo (sales)	
☐	Sit in on a kick off call (cs)	
☐	Sit in on a guided setup (cs)	
☐	Review the Customer success onboarding documents	
☐	Review the Bucketlist Wiki	
☐	Build your own Demo site	
☐	Add a marketplace to your Demo site	
☐	Present your Demo site to a colleague	
☐	Familiarize yourself with Hubspot	
Week 2: **Kick-Off**	Role play 3 kick-off meetings. Your colleagues will pretend to be a real client and you'll run the kick off meeting.	Once candidate does an 'excellent job' score 9/10 or higher they can advance.
Kick-Off 1		
Kick-Off 2		
Kick-Off 3		

DAILY
Zoom / Virtual Meetings

How we do it:
- Start day with daily video check-in
- Good news
- Share work and personal goals for the week/day
- Recognize staff

Why?
'Creates clarity, alignment and happiness'

Goal Set Review

Weekly 1 to 1 between lead and employee, and we go deep.
- 3 months goals
- Weekly goals
- Manager questions
- Open discussion

Quarterly Rock Setting

- SLT identifies 3-7 rocks for the quarter
- Share these with the team to kick off quarter
- Provide regular updates (monthly/weekly)
- Simplify with some simple visuals

Weekly Huddle
July 22, 2021

Quick Recap of Goals for Q3

	Rocks for quarter	Who	When
1.	Hit new hire target and an average onboarding success rate of 90%	Katie/Sascha	Sept 30th
2.	100% of the team have had a career development conversation with their leader	Katie/Sascha/Team	Sept 30th
3.	Implement rbac (role based access control) 6000+ employees enrolled	Jeff	Sept 30th
4.	Increase to an average of 25 stories completed per sprint By last month of quarter	Marc	Sept 30th
6.	Successfully onboard new team members and have them run 8 implementations by the end of the quarter	Jack	Sept 30th

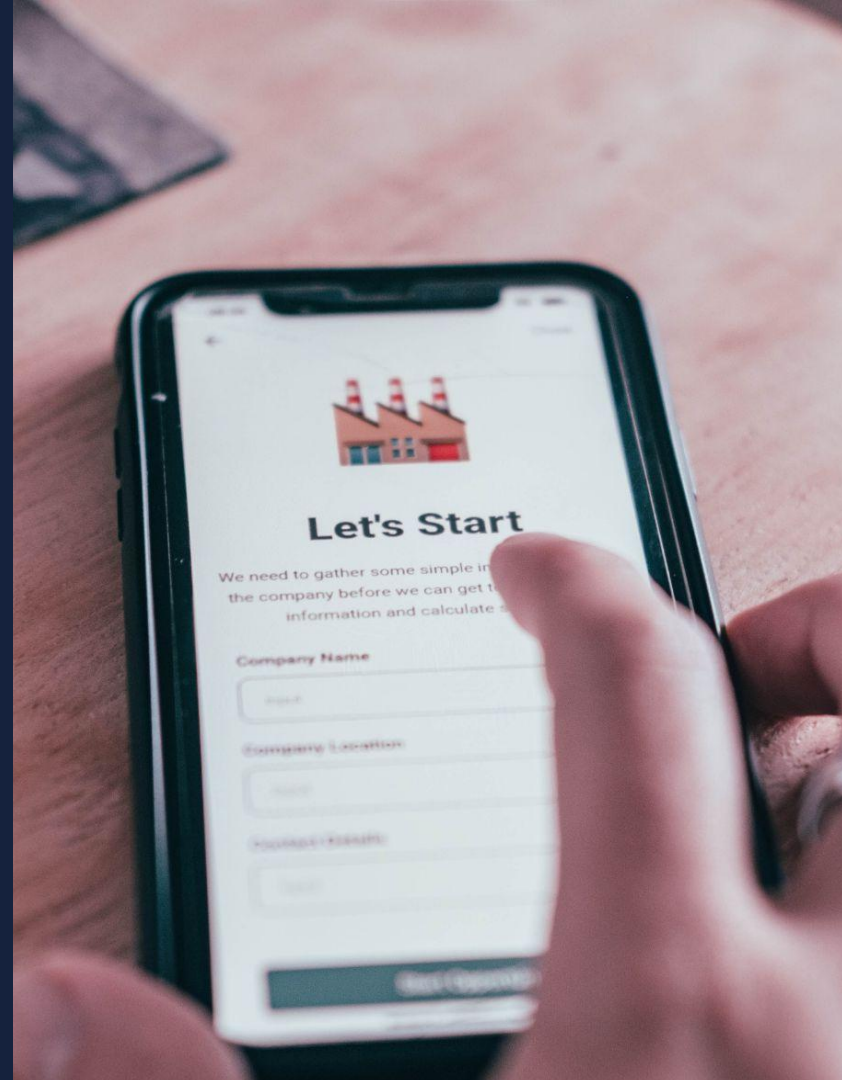# 3 Secrets to fostering a high performance culture

1.

Goals and Accountability

2.

Building Trust & Employee Well Being

The first weeks matter

——

- A negative onboarding experience results in new hires being 2x more likely to look for other opportunities

- 88% of employees think their employer did a poor job with the onboarding process

Clarity

Well defined first day agenda emailed in advance:

- We walk new team members through this, some highlights:
- Go through 1 year vision
- Go through their weekly training plan

Fwd: Daily Agenda

Recipients

Templates Sequences Documents Meetings Snippets ☑ Log ◯
☑ Track

Hi Curtis

Welcome to your first day, here's a walk through of everything we'll be covering :-)

- **8:30am - 9am**: Walk through of vision + discuss key meetings (Jason + 1 hour)
  - Review training milestones
- **9am Discovery meeting**
- **9am - 9:50am** Read: Sales Training Document Here
- **9:50am Daily Video Scrum (BL team)**
  - You'll get to meet the whole team
  - Think of one fun fact to share :-)

- **10am -** Welcome + Walk through of all the tools (Jason + Anthony)
  - Bucketlist Rewards, Slack, Google Meet & Zoom, Hubspot, 1Password, BambooHR, Zoom, Wiki, Daily Scrum & Sales Scrum, Weekly Huddle, Weekly Sales Meeting
  - Also walk through some of the key elements of the sales document
- **11:45am** Discovery meeting with first client

Celebrate the Journey: Weekly Huddle

- Every week we recognize employees for living our values

- Huddle Agenda:
  - 30 mins
  - Goods news
  - KPIs / Progress
  - Dept Updates

Wellness Program and Benefits

- **Supporting employees when they are sick**
  - E.g. offering a generous number of sick days, stress leave options, or mental health days employees can use guilt-free
- **Preventing them from experiencing stress and illness in the first place**
  - E.g. paid vacation days, transparent communication with managers
- **Dedicate specific resources to mental health**
  - Eliminate barriers to seeking professional care, ex. offering employees a mental health allowance.
- **Offering mindfulness and meditation workshops**

Some Popular Rewards

Recognizing people's accomplishments and taking great care of them

Brewery Tour for Two

Spa Day

Tickets to a Seahawks Game

'Dream coming true'

- Spa Day for Two
- Whitewater Rafting
- Kayak reef tour for two
- Sunset Helicopter Tour
- Whale Watching Tour

Do things a little bit different (and better)

PATAGONIA

LULULEMON

3 Secrets to fostering a high performance culture

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Recognition Best Practices

Greatest management principle in the world: 'the things that get rewarded and appreciated get done.'
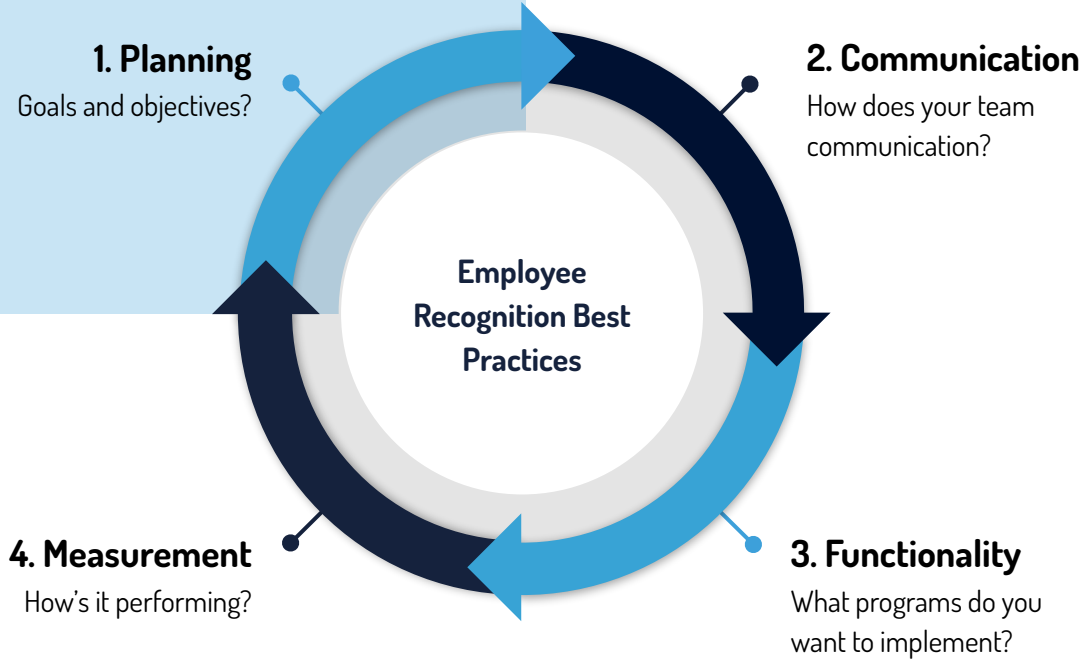
– Michael LeBoeuf

Best Practices to Recognition

Examples from great companies getting excellent results
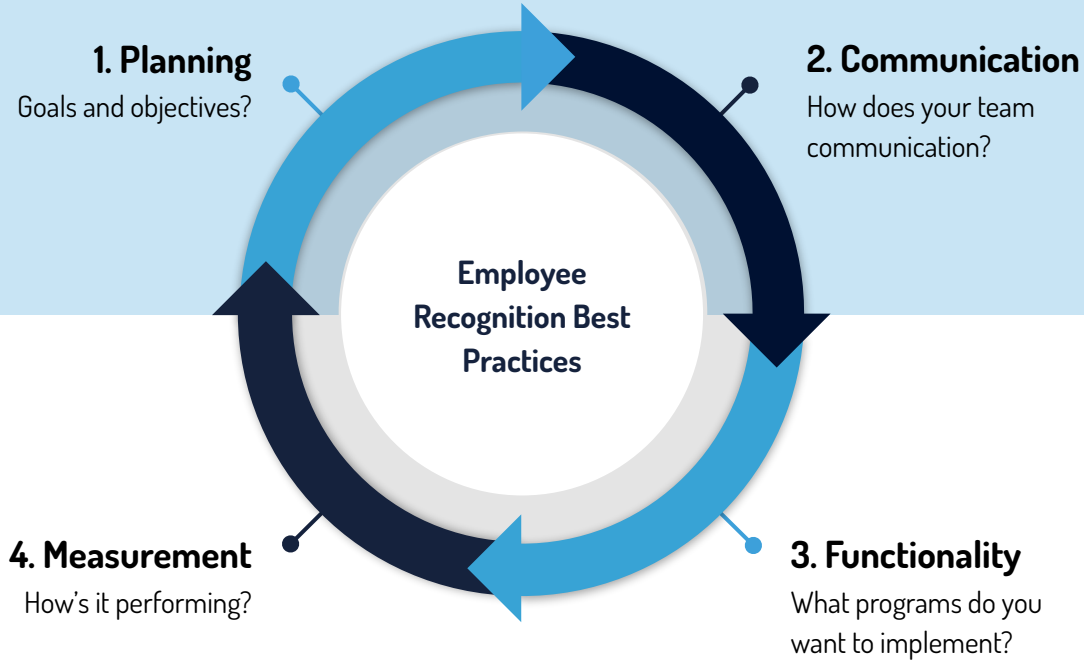
Best Practices

What are great companies doing?

1. Planning
Goals and objectives?

2. Communication
How does your team communication?

Employee Recognition Best Practices

3. Functionality
What programs do you want to implement?

4. Measurement
How's it performing?

1. Planning

Build a strategy *or* an annual strategy if you already have a program in place

Goals	Sample goals could include… - Increase employee engagement - Breakdown company silos - Increase a feeling of recognition - Increase customer satisfaction / NPS - Increase innovation - Lower voluntary turnover
Employee Audience	- How many employees? - How do they want to be recognized? ← you can survey them - How do they want to be rewarded?
Communication Preferences	- Face to face - Email - Instant messaging
Tactics or Pillars	- Peer recognition, manager - Performance Awards: e.g. Customer Service Awards

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Communication

Use your existing channels / favorite tools

Meetings

Instant Messaging

Mobile

Intranets

Email Recognition

Digital Displays / TVs

Knowledge Base Worker

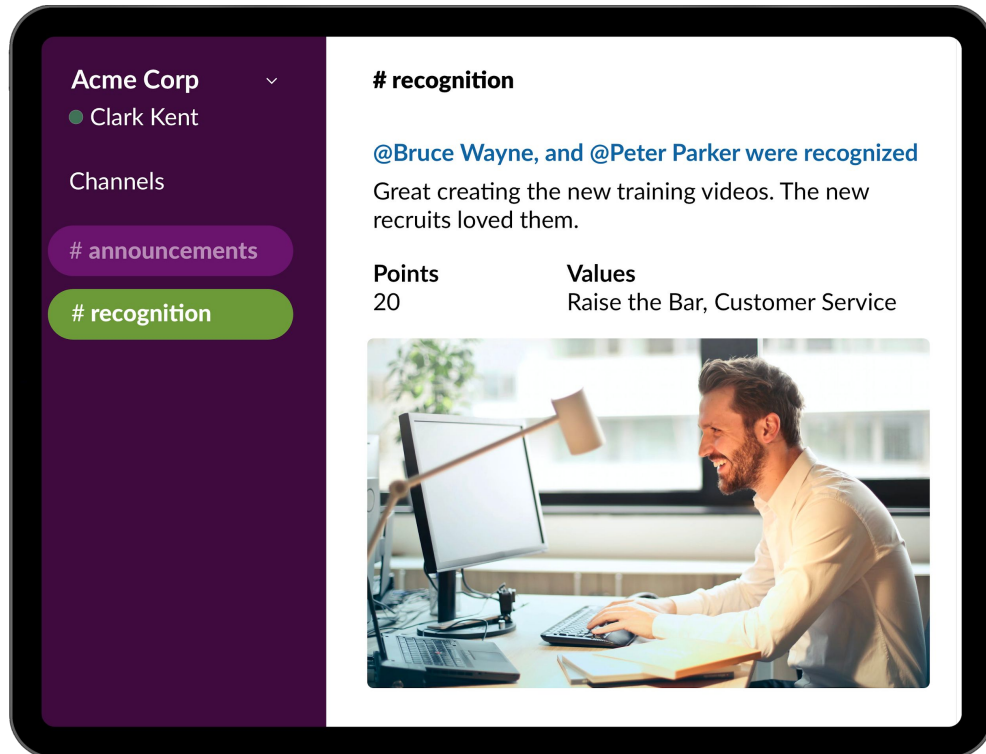People in front of a computer (Tech Company, Financial Services)

Virtual Meetings

Instant Messaging

Mobile

Intranets

Email Recognition

Digital Displays / TVs

Tech Employee
Working mostly remote from home and coffee shops.
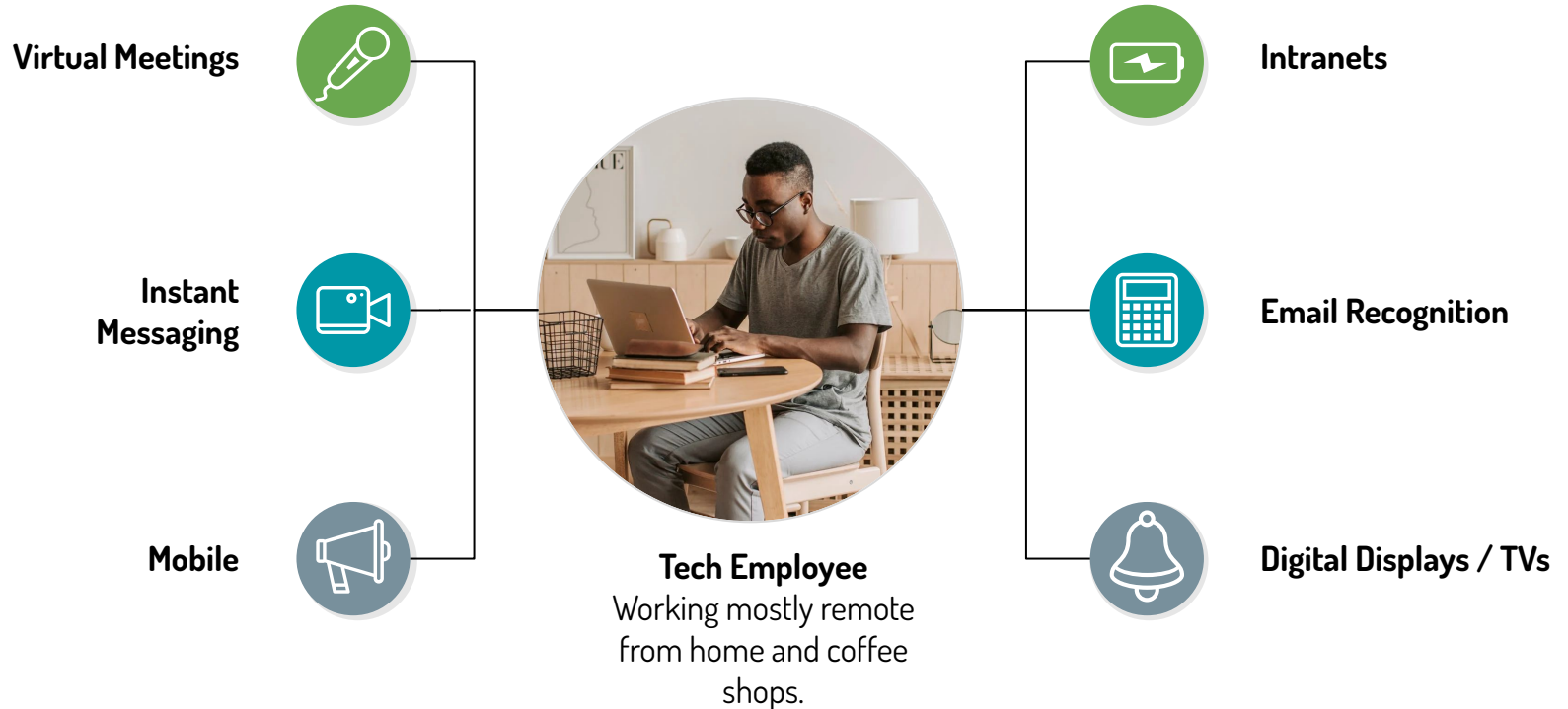
How to recognize knowledge workers

Hint: these are the same strategies to recognize remote employees

Instant Messaging

Create a recognition channel in Slack or MS Teams

Acme Corp

● Clark Kent

Channels

announcements

recognition

 # recognition

@Bruce Wayne, and @Peter Parker were recognized

Great creating the new training videos. The new recruits loved them.

Points   **Values**
20   Raise the Bar, Customer Service

How to do it:

- Create a 'Recognition' or 'core values' channel in Slack or Teams
- Invite all staff to participate

Why?

Advisor Websites has a 90%+ participation in the recognition program each month.

Brag Boards (Intranets)

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Peer Recognition

One of the best tools to recognize staff is peer recognition.

Why?

- A lot of time leaders will miss the great work being performed
- If everyone can participate there'll be more recognition

Results?

- If you enable staff to recognize one another for living company values there's a big performance lift. Employees feel more connected to the mission vision and values.
- Lift employee engagement by 25% or more.
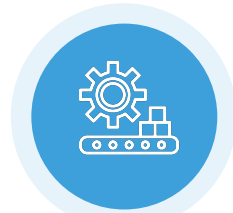
Performance Rewards
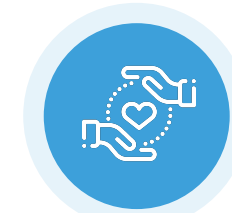
But how can this work for you and your industry?

**Technology
(Customer Satisfaction)**

**Financial Services
(Loans Officer
of the Year)**

**Manufacturing
(Safety Awards)**

**Healthcare
(Patient Care Award)**

Health Care

- ✓ At Home Instead they rewards what matters

- ✓ Staff can recognize one another for great work.

- ✓ Recognize their peer for living a company value (which results in staff feeling more connected to the missing vision and values.

Home Instead®
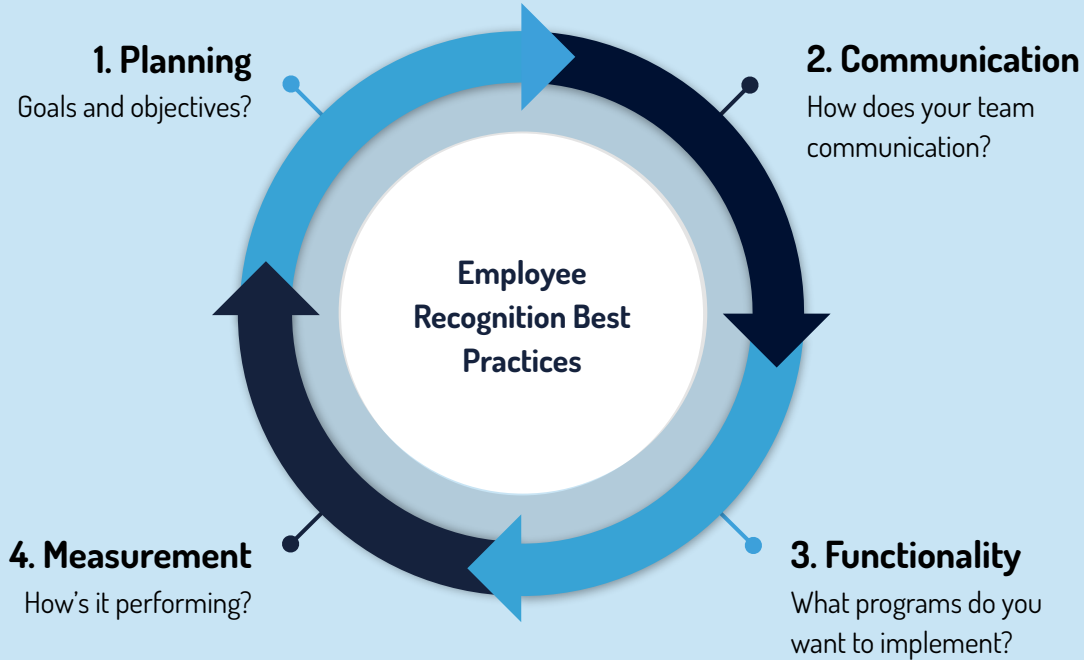
To us, it's personal

They Reward What Matters

- ✅ Peer Recognition 'Peerceive'
- ✅ Last Minute Shift Pick-Up
- ✅ New CAREGiver (Patient Care)
- ✅ Monthly Office Safety Contest

Outcomes:

- ✅ I'd give the program a 10/10
- ✅ ...Home Instead Care Homes have reduced employee turnover by 40%...

Home Instead®

To us, it's personal

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Employee Recognition Best Practices

4. Measurement
How's it performing?

3. Functionality
What programs do you want to implement?

4. Measurement

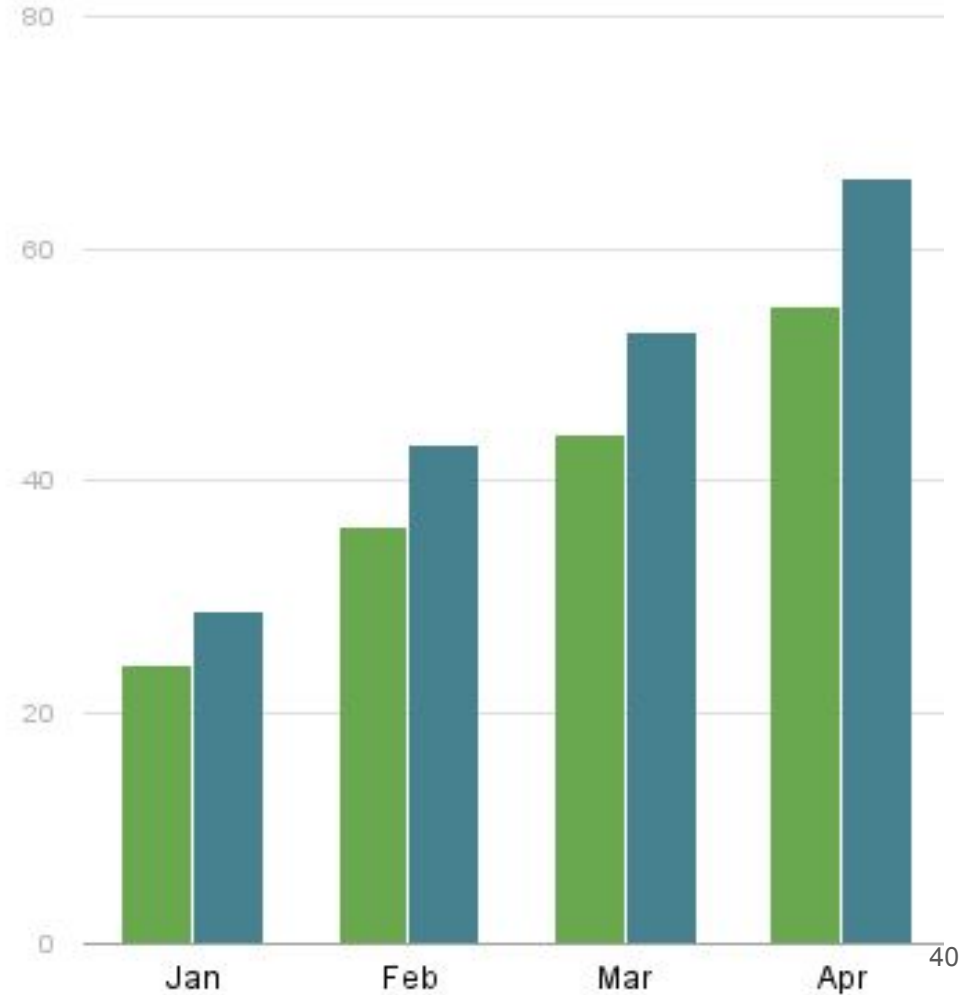Measurement enables you to prove your initiative worked.

- ✓ Engagement: how many employees are participating each month.

- ✓ Management participation: which managers are recognizing and which aren't

- ✓ Rewards distributed & redeemed: are the right employees being recognized?

Bonus:
Free Tools to Make Recognition Easier

How to Calculate the ROI of Recognition

Tools and templates

Annual Salary	$40,000	The national Average Wage for 2010 in
PRODUCTIVITY		
Productivity gain	5%	Conservative productivity gain, resear
ABSENTEISM		
Workdays per year	240	Average number of working days in a y
Absenteism (average days missed per year)	7	Source: http://www.statcan.gc.ca/table
Absenteism improvement	2.0	Unnamed Fortune 100 manufacturing
TURNOVER		
Average Turnover rate	6%	Assumed rate of staff turnover. Source
Percentage of reduction of the original Turnover rate (NOT th	31%	Source: Gallup: the value of employee
Cost of Turnover	16%	Ranges between 16% of a job that pay
ONBOARDING		
Employee Count Growth (next 12 months)	10%	Assumed
Turnover rate from new hires (estimated)	30%	Research shows 30% in the firest year
Onboarding: New hire (days to full productivity)	90	The First 90 Days by Michael Watkins
Onboarding improvement (% improvement to full productivity	30%	
Cost per day per person	$0.00	
temp: wasted money for normal onboarding	$0	
temp: wasted money for improvement onboarding	$0	
Diff per person	$0	
# new employees	234.00	

We made an ROI calculator

How to Survey Your Staff?

Enterprise Employee Recognition Survey

Employee recognition and rewards survey

_____

1. How important is it to receive formal recognition for your contributions/achievements?

○ Not sure

○ Not important

○ Somewhat important

○ Very important

2. In your experience, how well does our organization do with the following?

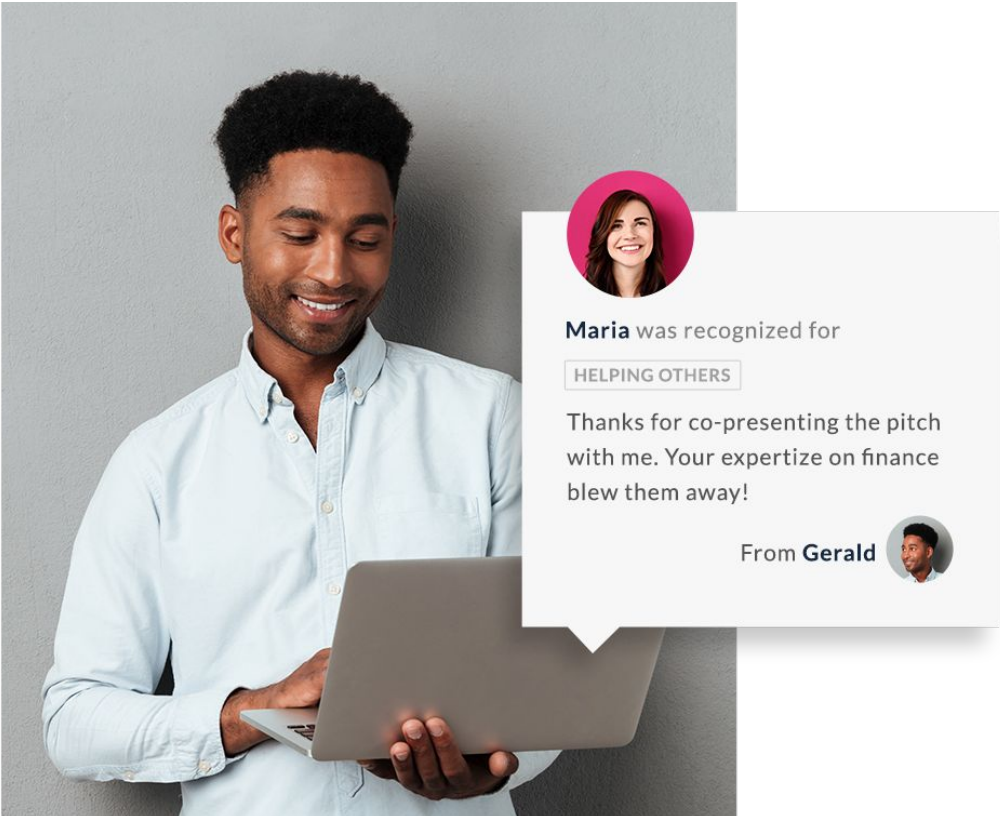|	They do a good job	They could do better	Not applicable
Encourages co-workers and peers to recognize others whose efforts are making a difference	○	○	○

Gives formal recognition to team

Summary

What did we learn about today?

- How to use the company vision to attract more candidates
- The power of daily video huddles to connect staff
- How to make a great first impression
- Best practices of rewards and recognition

What did you find most valuable?

Would you like to learn more about Bucketlist Rewards and Recognition?
#1 Ranked Employee Rewards & Recognition Program

- Lower turnover
- Recognize outstanding work
- Breakdown silos and bring your company mission & values alive
    - Peer recognition
    - Manager spot bonuses
    - Employee anniversaries
    - Performance rewards

Maria was recognized for

HELPING OTHERS

Thanks for co-presenting the pitch with me. Your expertize on finance blew them away!

From Gerald

QUESTION & ANSWER