# THERE'S A SMARTER WAY TO MEASURE ENGAGEMENT IN YOUR EMPLOYEE RECOGNITION PROGRAM

Tim Houlihan, Vice President, Reward Systems Group, BI WORLDWIDE

Most employees participating in your recognition program have no idea what an acceptable level of performance is – should they be sending three recognitions per month or three recognitions per day? Most managers don't have at-a-glance access to relevant, meaningful team participation activity and program owners don't have the ability to establish participation objectives, easily monitor outcomes or compare results against industry benchmarks and best practices.
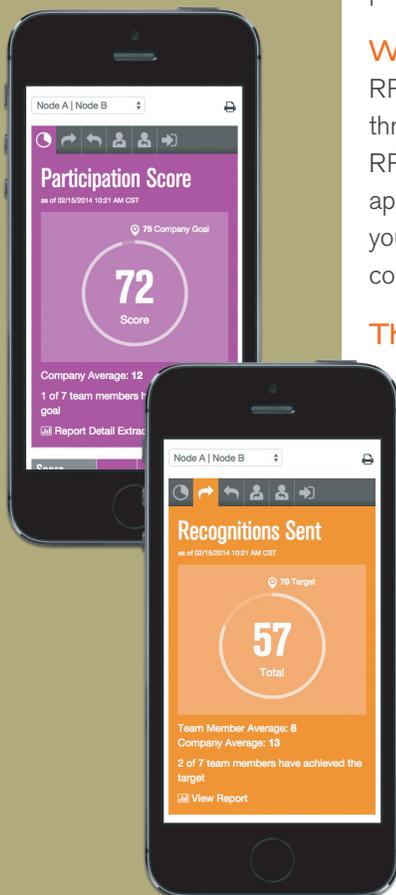
## With RPM, now they do.

RPM stands for Recognition Participation Metrics; this is a key feature of G5, the world's leading employee recognition system by BI WORLDWIDE. The metrics in RPM allow you to quickly and easily evaluate participation and engagement in your program at the individual, team and program level. RPM is a smarter way to measure program engagement, beyond just focusing on who receives the most recognition. While these metrics are not a proxy for an individual or team's job performance (nor are they intended to be used in lieu of a formal performance review), they do provide insights that quickly sum up your program's performance.

## What does RPM include?

RPM creates a line-of-sight to five key metrics that measure "active participation," all tracked through your recognition program website and mobile usage. As a participant in the program, RPM identifies your individual performance and offers a "Participation Score" calculated by applying BIW's proprietary algorithm to your personal data. As a manager, RPM displays how your team is doing both individually and collectively, applying the same algorithm to your team's combined data.

## The Metrics

- **Total Recognitions Sent.** This metric sums the number of recognition messages sent by an individual in G5 during a selected period of time. A manager will see each individual's contributions as well as the aggregate contributions of the team. A manager will also see his or her team's contributions in relationship to a target, or suggested level of participation, that is relevant to that department, team or work group. For instance, a manager in the accounting department might have a different target for recognitions sent than a manager of a more customer-facing group.

- **Total Recognitions Received.** The same attributes are true for recognitions received: individual participants see their personal scores on the dashboard and managers see their team's recognitions received at both the individual and team levels. The recognitions received will be compared to a relevant target as well.

- **People I Have (The Team Has) Recognized.** This metric helps identify who I am recognizing, or as a manager, who my team is recognizing. This metric raises the question, "Are there a small group of people from

### Participation Score
as of 02/15/2014 10:21 AM CST

📍 75 Company Goal

**72**
Score

Company Average: 12
1 of 7 team members [...]
goal

📊 Report Detail Extrac[...]

### Recognitions Sent
as of 02/15/2014 10:21 AM CST

📍 70 Target

**57**
Total

Team Member Average: 8
Company Average: 13
2 of 7 team members have achieved the target

📊 View Report

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other teams that I am recognizing or am I broadly recognizing employees across a wide variety of functions?" A manager's view is aggregated and may help identify employees on other teams that show particular promise.

- **People Who Have Recognized Me (My Team).**
  A quick glance identifies the people who are recognizing an individual's work – or the team's work from the manager's view. This metric offers insight into the impact an individual or team may be having on other employees in the company and who is recognizing me or my team for that effort.

- **Website Visits.**
  An individual may demonstrate engagement in the program in ways other than giving and receiving recognition. They may be logging into G5 to read and comment on recognitions or to check their point balance and redeem them for awards. The Website Visits metric identifies the number of logins an individual has made during the reporting period or, for the manager's view, data for that entire team presented both individually and combined. Like the other metrics, a target is assigned for comparison purposes that is relevant to their work group.

RPM measures key recognition program metrics that identify areas of strength and areas needing improvement. RPM also offers insights into each department's specific recognition activities to better understand the functional workings of the team within the company.
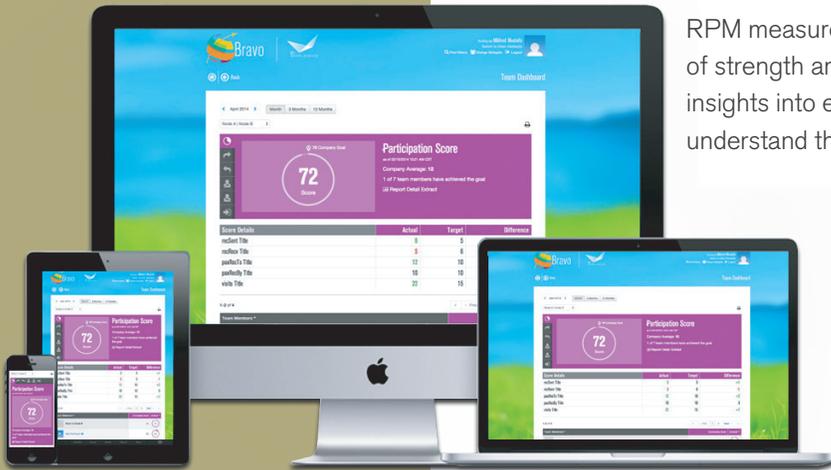
To learn more about BI WORLDWIDE and how RPM can help you effectively measure your G5 recognition program, visit: BI WORLDWIDE.com or email LATAM@BI WORLDWIDE.com.