Maritz Helps Client Surpass Employee Participation Goal By Over 50%.

The Situation:
Our client aspired to create a culture where employees are encouraged to reward each other for working to support company priorities. Additionally, our client wanted to formally recognize service anniversaries. With over 21,000 employees at 24 locations, who saw recognition as being tied to their compensation, our client saw the task of rolling out and managing a companywide recognition program as a major challenge.

The Solution:
Maritz developed a custom and comprehensive web-based recognition solution. Employees were issued reward points from their supervisors. These points were accumulated and redeemed online. Thousands of meaningful name-brand merchandise rewards were purposefully chosen for the program. Service anniversary recipients also received their choice of awards and a client-branded item. All client items were stored and fulfilled from the Maritz warehouse.

Maritz designed an employee communications plan to launch the program, which included a series of flash emails and supervisor training sessions. During the training, supervisors were coached on recognition best practices and how to use the program’s website. Additionally, they received a supervisor’s toolkit and access to online tutorials.

The Results:
The program, which is on-going has evolved as data is gathered and analyzed. And Maritz provides quarterly reviews to the client with actionable insights for supporting a culture of recognition. First year highlights of the program include:

- 1,500 supervisors, HR reps, and administrative assistants participated in the training sessions
- 86% of employees registered in the program (surpassing 80% company goal)
- 91% of enrolled employees actively participated in the program (surpassing the 60% participation target)

Maritz Helps Build Leadership Culture And Improve Employee Morale Of Large Pharmaceutical Company

The Situation:
Given the landscape within today’s large pharmaceutical companies, mergers and acquisitions are all too common. After our client went through a major organizational restructuring, they recognized the need to rebuild employee trust in leadership and overall employee morale. Our client asked Maritz to help them specifically design a program across all business units that would:

- Recognize positive results and behaviors
- Encourage broad participation at all levels
- Add consistent criteria for recognition across all business units
- Support and reinforce cultural change
- Spotlight role models and share success stories

The Solution:
Maritz worked with our client to develop a reward and recognition program that would encourage employees to display leadership behaviors, such as: shared accountability and transparency, cross-functional teamwork and collaboration, listening and learning, benchmark and continuous improvement, coaching and developing others, and displaying business integrity. In addition, the program consolidated all of our client’s existing programs into a single, web-based platform.

The Results:
The program rolled out to nearly 15,000 employees across multiple business units, supported the sales of a broad range of products and included train-the-trainer support. Overall, employee morale and trust in corporate leadership improved, and:

- 14,836 participants have been recognized
- 40% of award nominations submitted recognized “Cross-functional Teamwork and Collaboration”
- Recognition of “Shared Accountability and Transparency” increased by 55%
- International recognition program was launched due to program’s success

What can we do for you?
For more information on Employee Recognition, go to www.maritzmotivation.com or call (877) 4 MARITZ.
Reach higher levels of performance with the right recognition program.

What’s Going On With Your Employees?
Today, the workforce is full of buzzwords and buzzkills: mergers, acquisitions, rightsizings, layoffs, increased workloads and decreased opportunities. How are you keeping your employees engaged? If you’re like most companies, you’re not. In fact, right now 25% of your top performing and most valued employees are planning on quitting. And on top of that, your disengaged workers are now more likely to stay around longer.*

Right Now, Your People Need To Feel Valued.
If your people feel they are a valuable piece of the puzzle, they are more likely to connect with your company goals. And they will begin to deliver on your brand promise. By developing the right employee recognition strategy, you will:
• Attract new employees
• Retain high performers
• Align your employees’ individual goals with company goals and culture

If You Move Your People, You Can Move Your Business.
When employees are consistently recognized in ways that are meaningful to them, they are:
• 7x more likely to want to spend their career with their company
• 11x more likely to be completely satisfied with their jobs
• More likely to understand their role in the organization
• More likely to improve individual performance

And when organizations run properly developed formal recognition programs, they have:
• 6x greater operating margins
• Significantly higher customer satisfaction scores

Reach Them In Meaningful Ways.
In order to develop a recognition plan that delivers on your business goals, it’s essential to understand your employees. You need to know what engages them, inspires them and moves them. At Maritz, our business is understanding people. We apply our research and discovery in human sciences to every employee recognition program we design and execute. Our solutions align your goals, engage your employees and produce better business results.

10 Tenets of Recognition Success.
Based on our years of experience and our research in employee engagement, we have uncovered ten elements that drive effective recognition programs.
• Commit from the top
• Empower managers
• Create meaningful recognition
• Measure success
• Consolidate efforts
• Decentralize ownership
• Recognize real-time performance
• Apply consistently and equitably
• Continuously improve
• Align with strategy and culture

Maritz Employee Recognition At A Glance:

Better Flexibility
Our solutions make it easy for you to see where your program is making a difference, so you can share best practices, provide coaching and make adjustments to maximize performance.

Better Return
We believe positive reinforcement should have a positive effect on your bottom line. We’ll work with you to ensure your recognition spend is efficient and produces business results.

Engaged Employees
When employees are consistently recognized in ways that are meaningful to them, they connect to your company goals so they can deliver on your brand promise.

Program Management
We follow a proven and detailed process to launch and operate your program in the simplest and most effective manner possible. Our program managers maintain the focus throughout your program and ensure you are getting the results you need.

Rewards
We have the industry’s largest collection of rewards purposefully chosen to motivate people. We carry top brands, stock the latest trends and update our selections weekly to keep programs fresh and exciting. Plus, our global catalog of merchandise and gift certificates provide in-region or in-country reward selections.

Technology
Our recognition system provides flexibility for individual businesses and departments to address their specific goals within a consolidated framework. This ensures alignment, effectiveness and cost control. It also gives administrators the ability to quickly and easily manage targeted programs, surveys, budgets and communications.

*Corporate Leadership Council, 2009 survey – Employee Performance in the Economic Downturn