



## **NextGen Recognition:**

**Using neuroscience and technology to engage  
your people and build your culture**



## Audience Polls:

Navigate to [www.menti.com](https://www.menti.com)  
with your smart device

## Presentation outline

- Acknowledgement of Country
- USQ's employee engagement challenges
- Explore connections with neuroscience
- USQ's peer recognition program, STARS

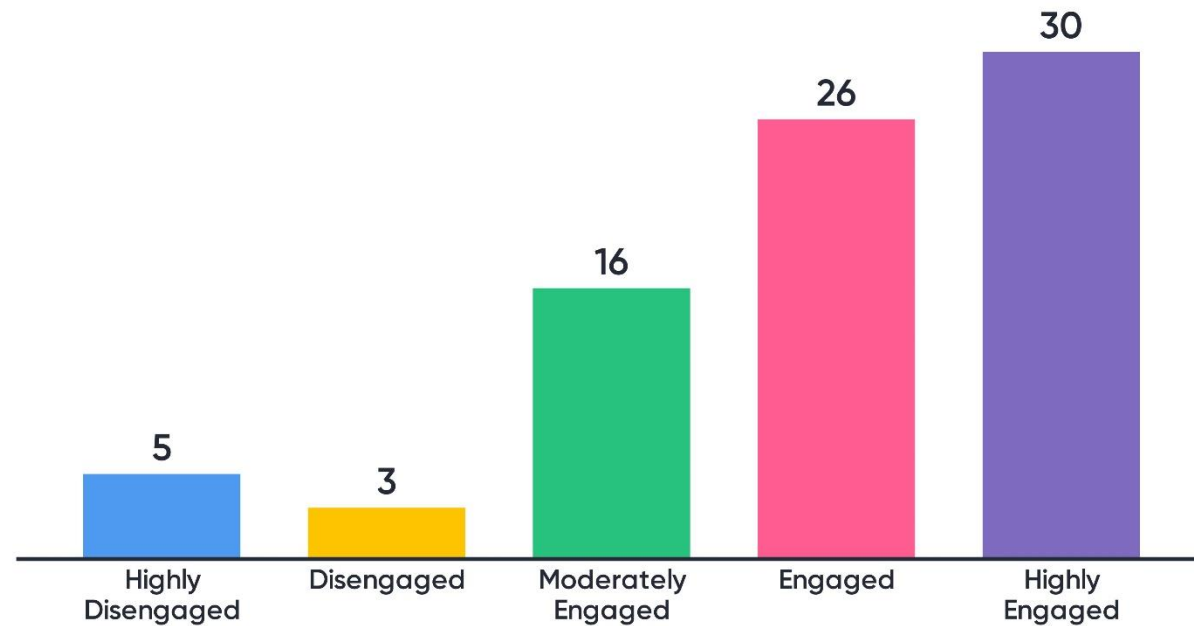




## Audience Poll

How engaged are you in your current job?

 Mentimeter

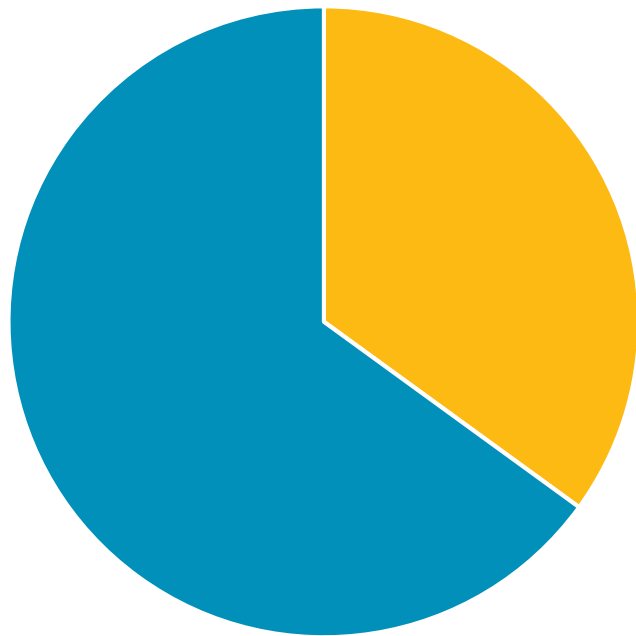


 80



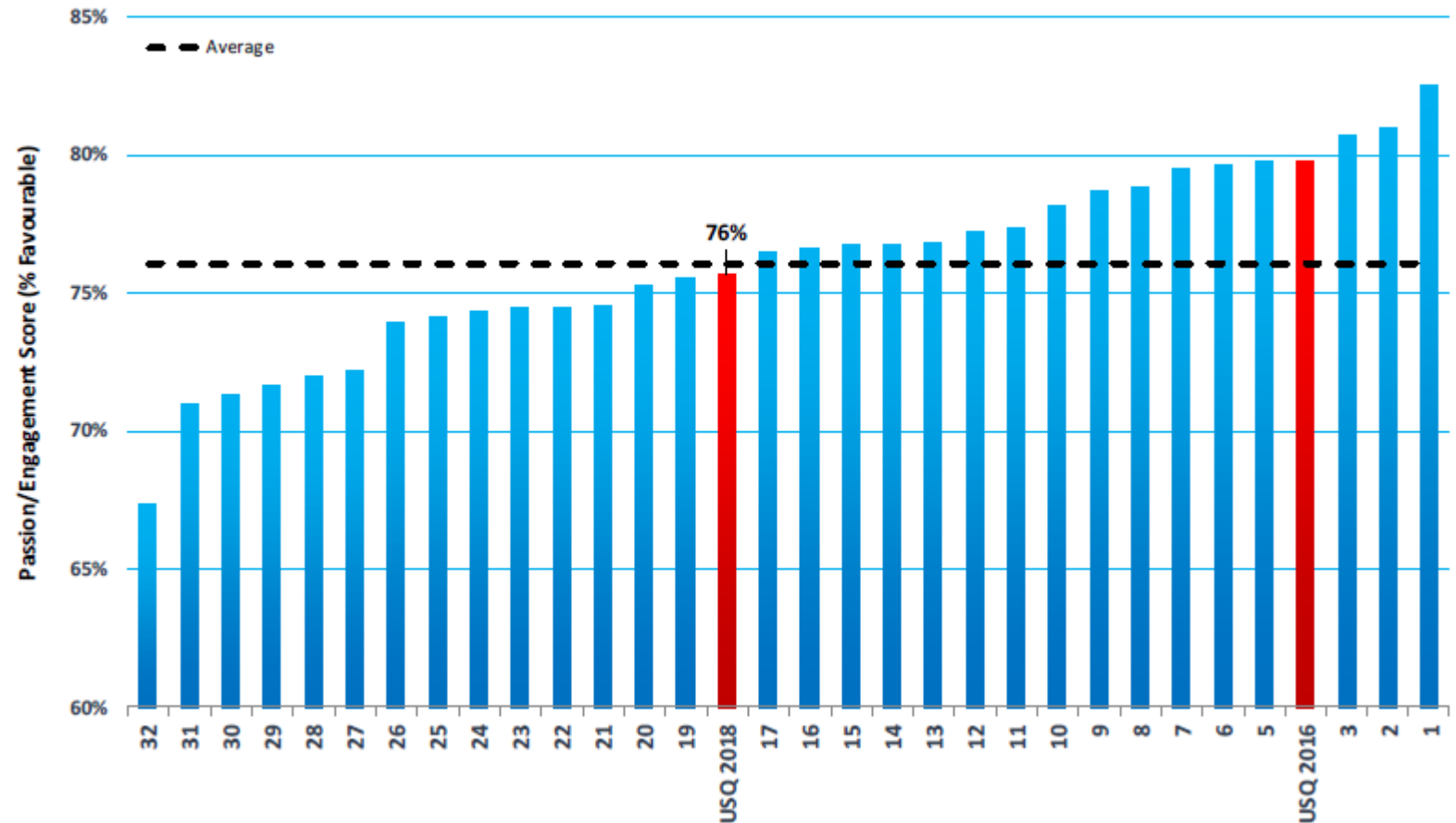
# Engagement trends 1,2,3

Global Engagement



■ Not Engaged ■ Engaged

Passion/Engagement at Australian & New Zealand Universities





# Setting the scene<sup>4</sup>

- Pressure for relevancy
- Increasing competition
- Heightened expectations
- Emerging technology
- Ongoing change
- Constricting resource base





# Recognition





# Audience Poll

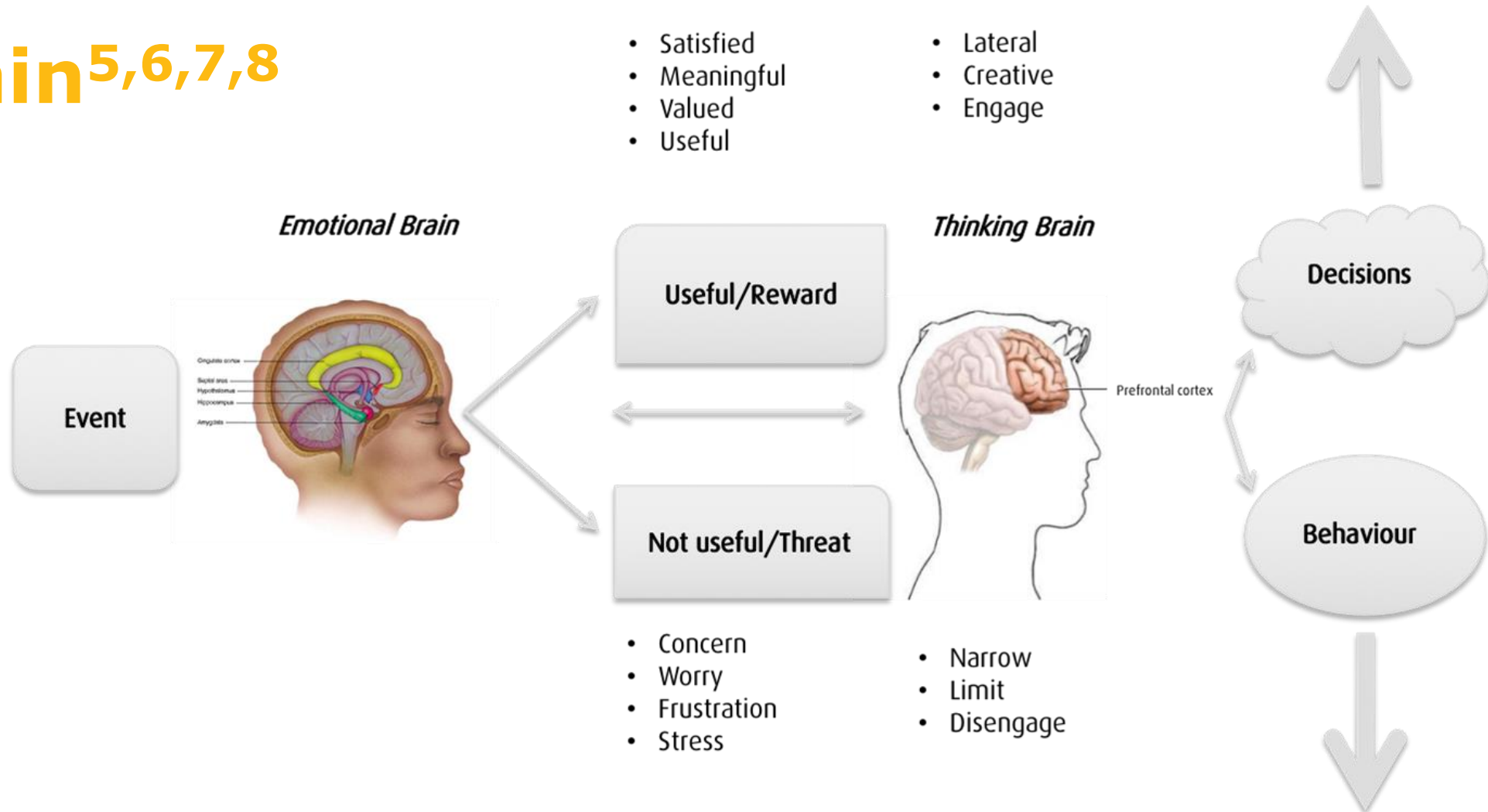
How do you feel when you are recognised/rewarded at work?

Mentimeter





# Brain<sup>5,6,7,8</sup>







**SCARF 9,10**





**S**ay **T**hanks **A**nd **R**ecognise **S**uccess



# Generational workforces<sup>11</sup>

Generation	Values
<b>Traditionalists</b> Born before 1945	<ul style="list-style-type: none"><li>• Most loyal generation with strong work ethic and value stability and long-term tenure</li><li>• Prefer face-to-face conversations over electronic communication</li></ul>
<b>Baby Boomers</b> 1945 - 1965	<ul style="list-style-type: none"><li>• Value equal opportunity, teamwork, open conversations and promote collaboration</li><li>• Prefer more traditional means of technology e.g. email over instant messaging</li></ul>
<b>Gen X</b> 1966 - 1985	<ul style="list-style-type: none"><li>• Value flexibility, independence, recognition and constructive feedback</li><li>• Can adapt and change with the onset of technology</li></ul>
<b>Gen Y (Millennials)</b> 1985 - 1997	<ul style="list-style-type: none"><li>• Value achievements, education, completion, attention and seek work-life integration</li><li>• Technological generation so integrated technologies and continued technological advances are a no-brainer</li></ul>
<b>Gen Z</b> 1997 - 2015	<ul style="list-style-type: none"><li>• Entering the workforce with strong entrepreneurial drive for economic stability</li><li>• Seek jobs that satisfy their creativity and tech-savvy characteristics</li></ul>



# Corporate Recognition and Reward Program

## Recognition and reward



### Excellence awards

Formally celebrating the exceptional contribution and commitment of employees to the University.



### Recognition of service

Acknowledging USQ's long-serving employees.



### STARS

Say Thanks And Recognise Success: USQ's informal employee recognition program.



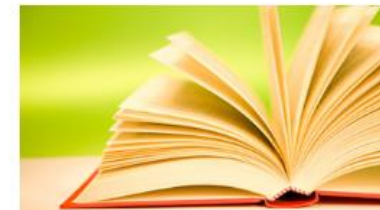
### Values champions

Rewarding USQ employees for living our values.



### Recognition and reward opportunities

Acknowledging and rewarding employees through other opportunities.



### Excellence Awards Honour roll

USQ employee excellence award recipients.



# STARS webpage

## Saying Thanks and Recognising Success



### About STARS

How to Say Thanks and Recognise Success.



### My STARS

Instant peer-to-peer recognition and celebrating STARS gift cards



### Shining STARS

Sharing the success of our STARS.



# STARS individual peer recognition

## Recognise colleagues

Peer Nominated

Brett Johnson

\*Recognition Category

\*Comment

Send a copy of this recognition to the employee's supervisor

☐ No



# Celebrating STARS

## Celebrating STARS gift cards

To recognise a fellow employee or team for their outstanding contribution to USQ via a gift card, complete and submit the below application form. Please ensure you view the [conditions](#) associated with hosting a recognition celebration at USQ, along with the [STARS guidelines](#).

\*I would like to recognise

a team ▼

\*Team Name

Faculty / Section

Number of USQ employees attending

\*Reason for recognition

\*Please provide details and examples for the recognition

\*I acknowledge that I have read and will adhere to the [guidelines](#).

☐

No






## Impact of STARS

### Current uptake by employees | 1 May 2018 - present

- Over **1800** STARS sent to individuals
- Over **900** employees have received at least 1 STARS
- Over **55%** of the workforce have received a STARS
- Nearly **300** Celebrating STARS have been rewarded

# Integration of STARS



 Need help? **Ask USQ!**

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## Corporate Directory

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## Key learnings

- Clear vision of the program
- Support from Senior Executives
- Promote, promote, promote!
- Employee feedback
- Budget considerations for sustainability
- Build the programs brand
- Program Champions
- Define your key users





## Questions?

**Find out more:**

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<https://www.usq.edu.au/hr/reward>



# References

- 1 = 2018 Trends in Global Employee Engagement (Aon Hewitt, 2018)
- 2 = State of the Global Workplace (Gallup, 2017)
- 3 = Australian and New Zealand University Employee Engagement Results (Voice Project, 2018)
- 4 = What VUCA really means for you (Bennett & Lemoine, 2014)
- 5 = Translating the neuroscience of behavioural economics into employee engagement (Incentive Research Foundation, 2017)
- 6 = Thinking, fast and slow (Kahneman, 2011)
- 7 = Emotional intelligence (Genos International, 2019)
- 8 = The neuroscience of trust (Zak, 2017)
- 9 = SCARF: A brain-based model for collaborating with and influencing others (Rock, 2008)
- 10 = Neuroscience offers insights into employee engagement (Everett, 2018)
- 11 = Millennials to Traditionalists: How to manage five generations in the workplace (Matre, 2017)