



Building the Future of Work With a Human-Centric Approach

FINDINGS FROM A GALLUP-WORKHUMAN STUDY





The Great Resignation was a stark example of what can go wrong when workplaces do not prioritise the employee experience. Not recognising the efforts, not extending flexibility, not creating a culture of connection has a price and it's people walking out the door.

In the past few months, the Great Resignation has reduced to a simmer. But as was highlighted in a collaborative study from Workhuman® and Gallup, another phenomenon has taken its place.

Call it the Great Disconnect.

Many employees find themselves drifting away from their organisations. Only 1 in 4 strongly agrees they feel connected to their culture, and only 1 in 3 strongly agrees they feel they even belong there.

Even if employees stay and there is technically no turnover, organisations are still footing the costs of lost productivity and weakened connection that eventually erode a company culture and make it that much harder to recruit new talent when turnover inevitably hits.

But the report, “Unleashing the Human Element at Work: Transforming Workplaces Through Recognition,” finds reasons for organisations to be optimistic. There are strategies and tactics you can deploy now that can strengthen connection and set the path for a more human-centric approach to the future of work.

When recognition hits the mark, employees are:

73% less likely to feel burned out

56% less likely to be looking for job opportunities

5x as likely to feel connected to company culture

4x as likely to be engaged

Modernising recognition

A more human-centric approach to work starts with recognition. It has countless downstream effects that improve the employee experience. However, 81% of leaders say it isn't a strategic priority for their organisation.

Here are a few areas to focus on to ensure recognition is deployed meaningfully and meets the core human element in the employee experience that drives engagement, performance and retention.



Celebrating life events

What happens in the life of an employee will come with them to work – good or bad. There is no realistic way to “leave life at the door.” Take advantage of every celebration moment – birthdays, babies, new pets, new homes, and work anniversaries. If there can be a celebration, there should be.

As found in the Gallup/Workhuman survey, when an employer recognises life events and work milestones, employees are 3x as likely to strongly agree they’re connected to the culture, 3x as likely to strongly agree the organisation cares about their wellbeing, and 30% more likely to plan to stay at the company for the next few years.



Peer-to-peer recognition

In modernising recognition, it's important to dispense with the hierarchy of recognition. No longer should it exclusively stem from management or leadership. It should be awarded to and by anyone.

In fact, employees report wanting recognition from peers just as much or more often than they want it from their manager, supervisor or leaders. Organisations can facilitate this with technology.



Recognition frequency

There is no magic number for the right amount of recognition moments to unlock its full potential.

What's clear from the research, though, is if you are only recognising a few times per year or less, trouble is brewing.

At the very least, aim for a few moments of recognition per employee per month. Employees are most likely to strongly agree that a few times a week or month is the right cadence. The balance you have to strike is recognising often enough that employees feel appreciated, but not so often that the meaning is stripped from it.

Organisations can make considerable strides in improving their employee experience with recognition. By acknowledging that work is a *part* of an employee's life, celebrating their successes and consistently appreciating the entirety of the person working at your organisation, you can transform your company into a human-centric workplace.

Build the business case for a human way of working by reading the full report, "Unleashing the Human Element at Work: Transforming Workplaces Through Recognition."



+353 1 968 5700 | workhuman.com
Or read more on our blog: workhuman.com/resources

workhuman✱