

Think Smart, Act Smarter

3 Tips for Success With Human Intelligence



workhuman*



Workhuman® has been at the forefront of HR innovation for more than two decades, cultivating breakthrough culture,

talent, and business outcomes through employee recognition.

With so many shiny and new tools promising exceptional results and game-changing features, how do you know which AI tools will actually move the needle? How can you take a proven business strategy – recognition – and augment it with AI?

The world's #1 employee recognition platform has gotten even smarter and more innovative with Human Intelligence™: the HR industry's first and only AI to deliver talent and organizational insights.

Human Intelligence mines the uniquely rich data of employee recognition, giving you unparalleled insights into your people's skills,

the ROI of HR programs, and how work is getting done across your organization.

But how, exactly, does it work? And, more importantly, how can you make the most out of Human Intelligence across your organization?

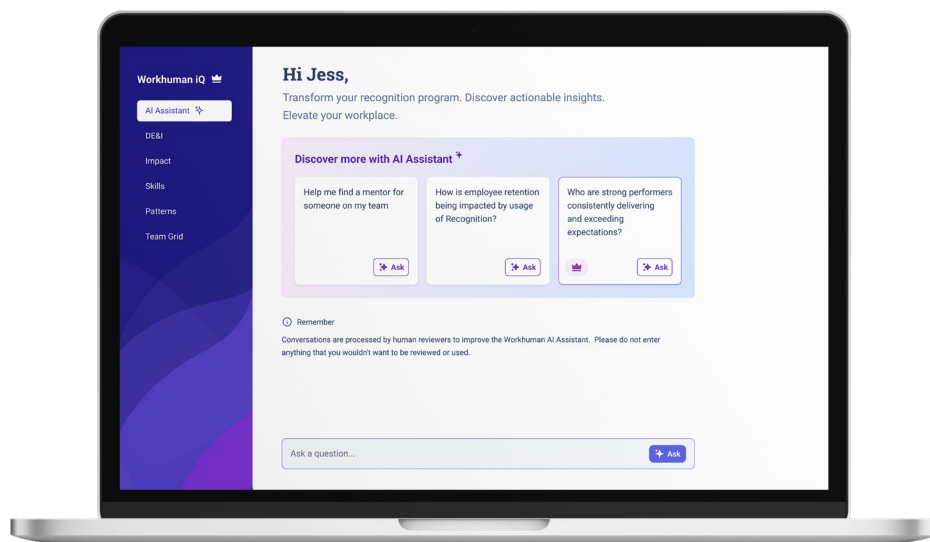
Let's look through three best practices to set you (and your organization) up for success.

ONE

Get up and running with the AI Assistant.

The AI Assistant is the core feature within Workhuman® iQ – and the world’s first recognition-specific language model, powered by the unique data from your own recognition program. It’s your “sidekick” of sorts, providing talent and strategy insights in mere seconds.

You can get rapid-fire data analysis specific to your organization with a simple question to gain insight into your retention rate, ROI of recognition, performance, and even job descriptions.



The AI Assistant has something for everyone.

Program managers

Draw from 25+ years of research, white papers, and your own program data to build a best-in-class recognition program from day one. Find answers about recognition budget and spend, performance to benchmark, program health, and high or low spots of engagement.

Ask: How has recognition spend influenced performance this year?

HR and talent managers

Recognition insights are your new sources of evidence for talent management. Identify top talent and inform organizational design, understand what's being reinforced through recognition, and find individuals matching specific criteria for succession planning, mentor management, and more.

Ask: What is our overall employee retention rate over the past year?

Line leaders

Get answers around performance, identify areas of development, match your team with mentors, and write job descriptions based on demonstrated skills and behaviors. Plus, you'll receive Smart Nudges based on activity patterns within your team to build good habits, like sending recognition for an anniversary or milestone.

Ask: I need a mentor for an employee with strong technical skills. Who would you recommend?

The AI Assistant can also reveal trends you might not otherwise discover, like what frequency of recognition is correlated with high retention or which segments of the company are receiving more recognition than others.

Specific, actionable questions will yield the best results. The AI Assistant uses generative AI, natural language processing, and machine learning to analyze, interpret, find patterns, and predict outcomes.

**So, the more you use the AI Assistant,
the more intelligent it becomes.**

If you find the suggestion inaccurate or irrelevant, you can hit the feedback button so you don't get it again.



TWO

Level up your team insights to build stronger teams.

The AI Assistant isn't the only way to supercharge your business with Human Intelligence.

The team dashboard within Workhuman iQ reveals team patterns and showcases your team grid to track recognition activity. This secondary-level view gives much-needed insight into your team's operations.

Use the team dashboard to:

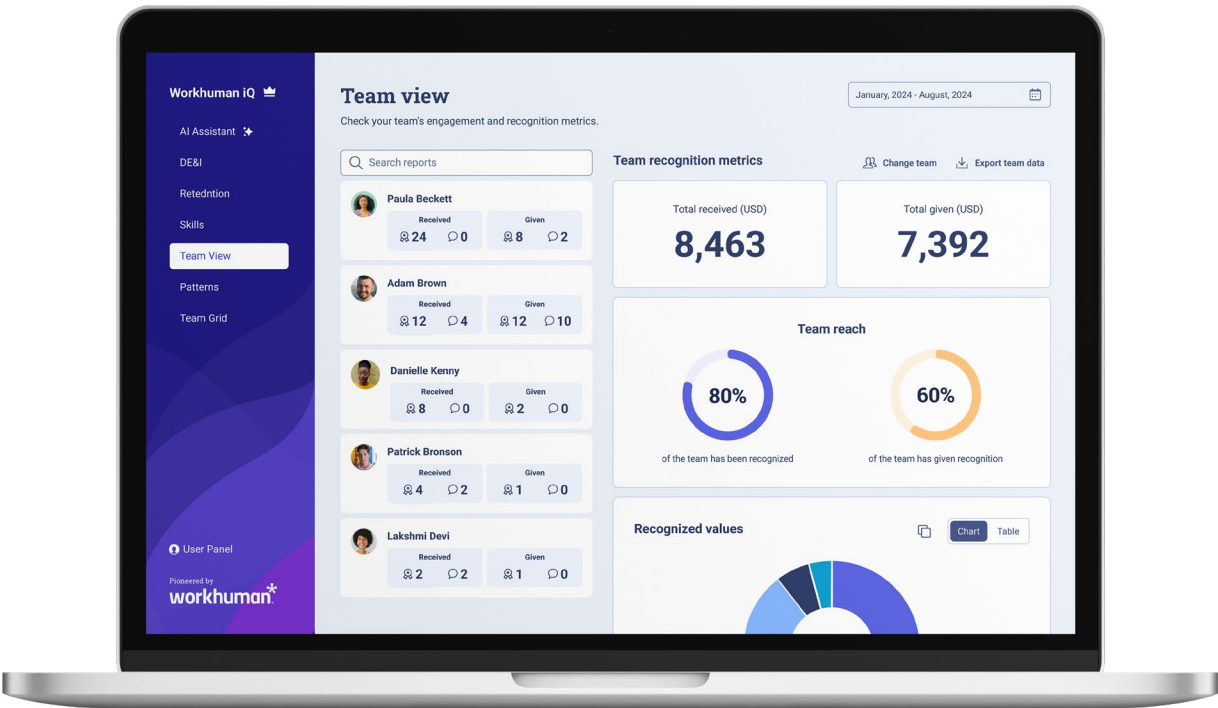
- Take recommended actions to give feedback or recognize team members.
- Monitor who is and isn't being recognized and for which behaviors.
- Identify skills and find advancement opportunities.

With these insights, you can take recognition from tactical to strategic. Employ it as a tool to drive cultural and organizational change.

This is where you can examine whether certain team members are being recognized more than others. Are some people recognized by specific teams? Is there someone you can employ as a recognition

evangelist? Recognition is most impactful when it's equitable, so it's important to ensure equal recognition distribution amongst team members.

These patterns can reveal opportunities for improvement and empower more individualized management to ensure people of all abilities and backgrounds thrive.



THREE

Leverage company-level insights to evolve culture.

Get the bird's-eye view you've always wanted to see by understanding how recognition is influencing your broader organizational culture. Company-level insights within

Workhuman iQ provide a comprehensive view of your people dynamics, state of cultural health, and performance and skills analytics.

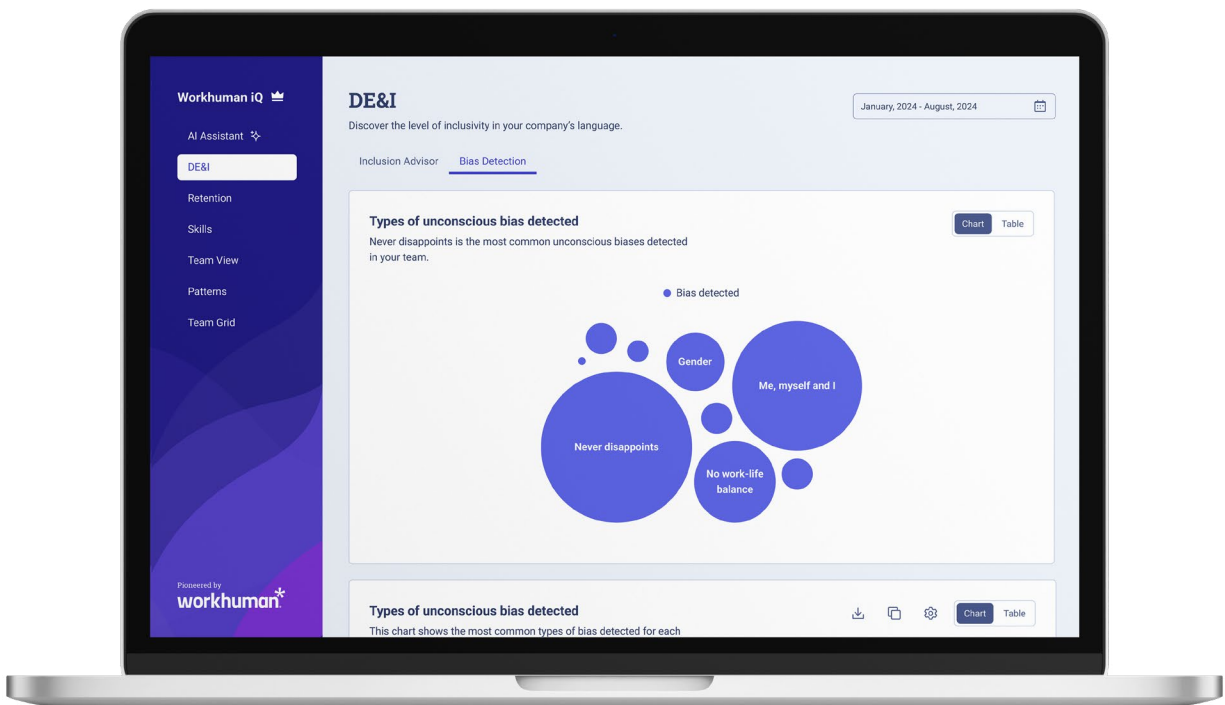


Workhuman iQ dashboards include:

DEI

Explore the Inclusion Advisor usage insight to gauge how often biases are detected in recognition messages and how often team members revise their messages accordingly. The Bias Detection insight can reveal the most common unconscious biases.

Together, these insights can be used to inform and run trainings that help employees understand implicit bias and correct their language. It can also help you confirm whether the trainings were effective by allowing you to track biases detected over time.



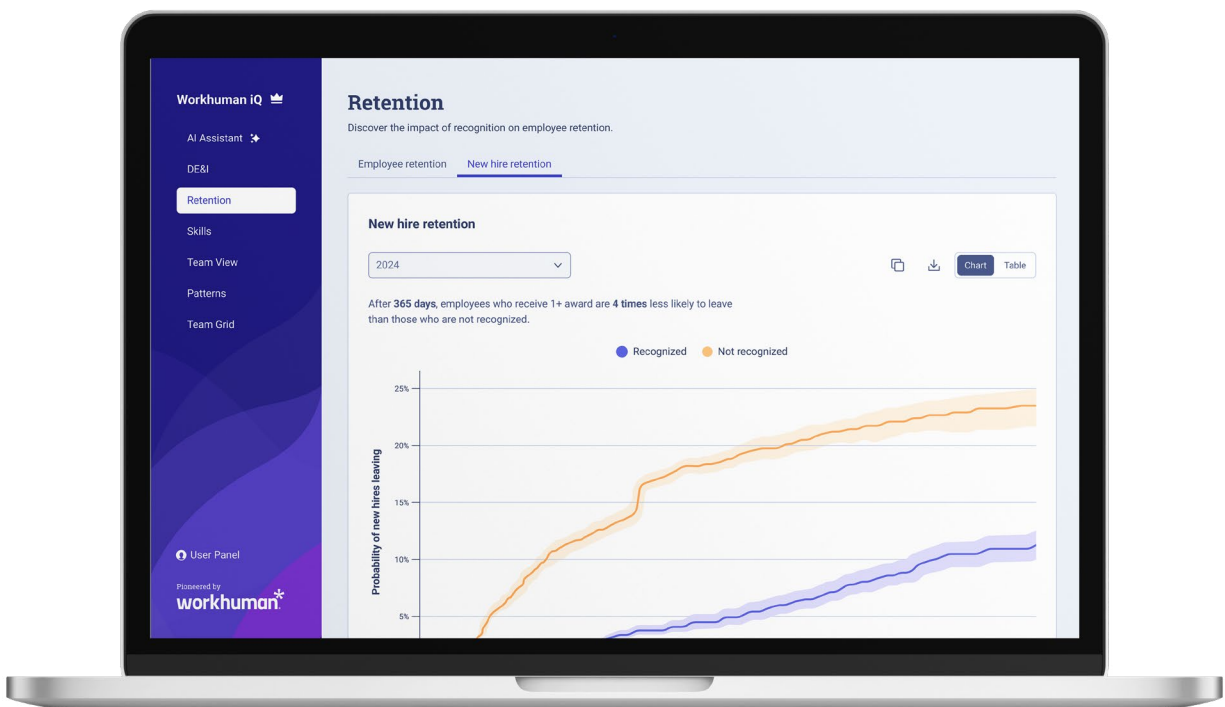
Retention

The Employee Retention feature tracks your overall retention rate over a 12-month period. See how it correlates with the number of recognition moments received to measure the tipping point of recognition – the number of awards received that leads to reduced turnover.

If you're seeing a downward trend in turnover, be sure to communicate the ideal number of recognition moments to people managers to ensure a continuous culture of appreciation. If the numbers aren't where you want them

to be, consider launching an internal email campaign to drive program engagement and recognition. These emails can be automated based on an individual's platform usage for tailored recommendations.

The New Hire Retention insight takes the same metric a step further to identify how many awards are optimal within a new hire's first 365 days for maximum retention. Be sure to provide education on the value of recognition to new individual contributors and people leaders alike.

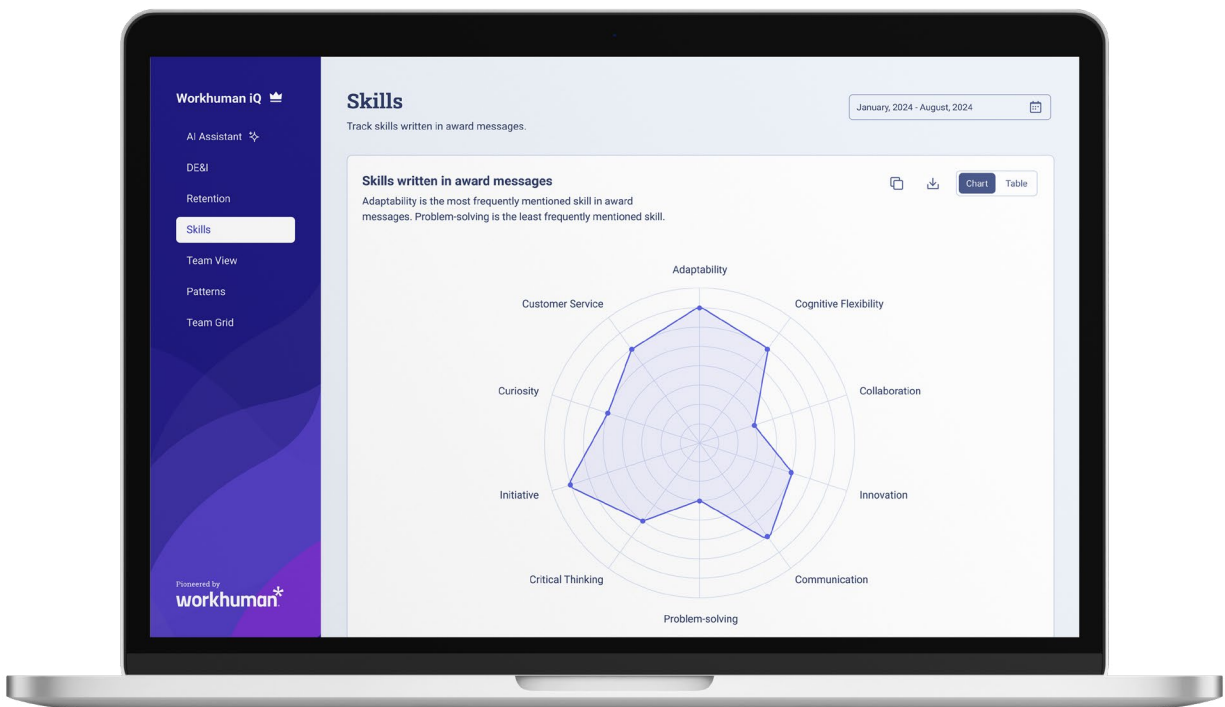


Skills

See how your team's skills map out on a broad scale to find strengths and potential gaps. With this information, you can:

- Understand how recognition reinforces new skill development
- Determine which skills are essential to your company goals
- Create skill development priorities

These insights help align skill development with your overall company goals, strengthening the organization from the inside out.



Looking for more recommendations on how to get started with Human Intelligence?

Partner with Workhuman Consulting, our team of industry experts – former HR practitioners, launch experts, program experts, customer success managers, and project managers – to ensure your recognition program delivers the people and business outcomes that meet your company's unique needs.

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Or read more on our blog: workhuman.com/blog

Join HR's leading innovators and trailblazers at our next Workhuman Live conference.

