

Why Your Organization Needs Human Intelligence



workhuman*



If your organizational goals call for things like **innovation, efficiency, or profitability**, it's crucial to have your employees engaged in the work they do.

Right now, many employees are **not**.

New research from Gallup and Workhuman® finds just 33% of U.S. employees and 23% of employees globally are engaged at work. If

they're not engaged at work, they are either actively disengaged (18%) or somewhere in neutral. But let's not split hairs.

The takeaway is this:

67%
of U.S. employees and
77%
of global employees
report not being engaged at work.

An honest question to leaders: Do you expect goals to be reached with so much disengagement?

The latest workplace survey from Workhuman® iQ finds a glimmer of hope: upskilling. The report finds those who have learned a new skill in the last month are more likely to agree their unique skills are utilized by the organization compared to those

upskilling at lower frequencies. And, of those who have learned a new skill, 60% see a path for growth in their organization.

The research also finds that highly disengaged employees share something in common: **They either haven't learned a new skill in two or more years, or they never have.**



Introducing Human Intelligence[™]
from Workhuman.

With the latest AI advancements from Workhuman iQ, Human Intelligence allows you to mine the trends and insights of employee recognition, giving you an unparalleled real-time view of your people's skills, the ROI of HR programs, and how work is getting done across your organization.

Present and future engagement is shaped by the opportunities employees receive to level up and grow in their roles. And now you can upskill your workforce, build a connected and resilient workplace environment, **and** create a place people want to stay.

In totality, Human Intelligence helps you transform your culture and propel your business performance. Let's see how.

The fuel and foundation of Human Intelligence

At the center of Human Intelligence is Social Recognition®. Recognition has a proven positive impact on organizational culture by valuing the skills and efforts of employees. And when it's done right, it provides valuable data, like what people are being recognized for, that will ultimately be vital when making strategic, data-driven decisions.

The new Workhuman iQ and the AI Assistant take in data from multiple sources, namely recognition moments, and surface valuable business and culture insights based on a specific prompt – e.g., “Who are the employees across the organization who are high performers?”

Now, you can get deeper insight into your workforce, build an engaged culture, and unlock peak employee performance.

But while Workhuman iQ is AI-powered, ultimately AI simply helps get talent and strategy insights faster. Let's examine some of the areas these insights can help develop.

Finding upskilling opportunities

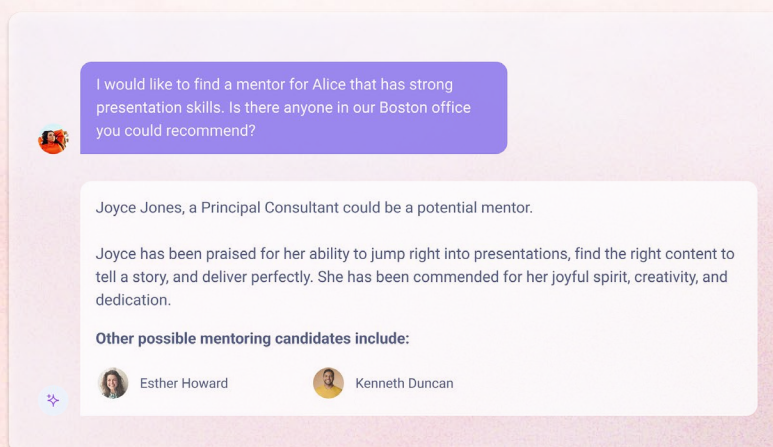
Say you have a new hire in consulting who needs a mentor with strong presentation skills. The AI Assistant suggests three names – two of whom are obvious, given their roles in consulting and account strategy and track record of successful client presentations.

The third name – Kenneth Duncan, an employee in product management – is unexpected. But the employee has been recognized for internal stakeholder meetings, analyst presentations, and customer presentation prep.

In this instance, AI is taking in loads of data and surfacing otherwise overlooked insights by sifting through all of the moments where Kenneth's peers highlighted the skills he displays every day.

The AI Assistant serves as the eyes and ears for leadership to make sure the right people are given opportunities for development.

It's a true eureka moment and a prime opportunity for upskilling your new hire.



Identifying existing skills

Maybe there's a need to understand the most common skills employees have based on the recognition messages they receive. This type of data is very difficult for companies to source and is typically seen only through skills tests and annual performance evaluations. Until now.

With the Skills feature within Workhuman iQ, you can view the top employee skills across teams and departments, as well as which skills employees don't have.

Perhaps you notice, for example, that collaboration is only represented across 15% of recognition messages, prompting you to speak to department heads or put in a question about collaboration on your quarterly employee survey. The point is that understanding where there is a gap in skills – as well as which skills are most frequently being called out in recognition messages – allows you to act, encouraging skills training and additional coaching where appropriate.



Improving employee retention

There's no shortage of data linking recognition to employee retention. The latest Workhuman and Gallup [data](#), which tracked the career paths of 3,447 employees from 2022 to 2024, shows that well-recognized employees are 45% less likely to have turned over two years later.

But let's say you want to understand the relationship between recognition and retention at **your organization**.

With the Retention feature within Workhuman iQ, you can view total retention patterns, even for new hires specifically.

Workhuman iQ research has found that in 12 months, employees who receive 1+ recognition award are 4x less likely to leave the organization than those who are not recognized.

With this information in hand, you could coach people leaders to recognize team members more regularly. Soon this may translate into a direct impact on employee retention, as well as other success metrics like engagement, productivity, and overall morale.



Strengthening employee engagement

As a people leader, you're busy. You can't be everywhere at once, nor can you keep tabs on how engaged (or disengaged) your team members are.

With the Patterns & Team Grid feature within Workhuman iQ, you can get visibility into your team members' recognition activity.

The grid provides an overview of the team's recognition patterns, but also the gaps in recognition. Now you can see what teams are gelling and where there are areas for improved collaboration. From there, you can view a recommended-actions screen based on the trends in recognition activity.

By providing direct evidence into which team members are and aren't collaborating well, these features within Workhuman iQ can help you build stronger, more engaged teams overall.



In closing

The innovations that power Human Intelligence represent more than a technological leap. They symbolize a paradigm shift in people and business intelligence.

By harnessing the collective wisdom embedded in recognition data, and overlaying it with the unique capabilities of AI, your company can unlock new ways to inspire, engage, and revolutionize your workforce.

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