

# Resource Guide:

*7 ways* to improve employee experience  
for *remote workers*

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# 7 ways to improve employee experience for remote workers

The current public health crisis has forced many of us to adapt and change how we do business. In turn, changing how we do business changes how we work. Remote work is now critically important in keeping ourselves and those around us safe while getting our jobs done. Although surveys are underway for how COVID-19 will affect these statistics, [Global Workplace Analytics estimates](#) that 56% of the U.S. workforce holds a job that is at least partially compatible with remote work, and that 25-30% of the workforce will be working remotely for more than one day a week over the next two years.

## Many experts are predicting that the trend to work from home is here to stay even in a post COVID-19 world.

The workforce landscape looks very different. To help you navigate your new normal we have updated our original whitepaper with relevant tips on how to effectively engage your remote workforce and stay connected while moving your organization forward.

While there are many positives around the idea of remote workers, employees who work from home are not without challenges. Leaders struggle to stay connected with and engage remote workers on a deeper level. When remote members of a team encountered common workplace challenges, [84% said](#) the concern dragged on for a few days or more, while 47% admitted to letting it drag on for weeks or more.

***“In ten years  
one-third of US  
Workers will be  
working from  
home.”***

It's important to try out several tactics when looking to improve remote workers' overall employee experience. To stay ahead of the game, make sure to apply the feedback your employees give you as well as to match all of your initiatives to your company culture.

Ensuring remote employees remain engaged, committed, productive and connected takes some extra care. Keep reading to see our 7 Ways to Improve the Employee Experience for your Remote Workers!

# 1

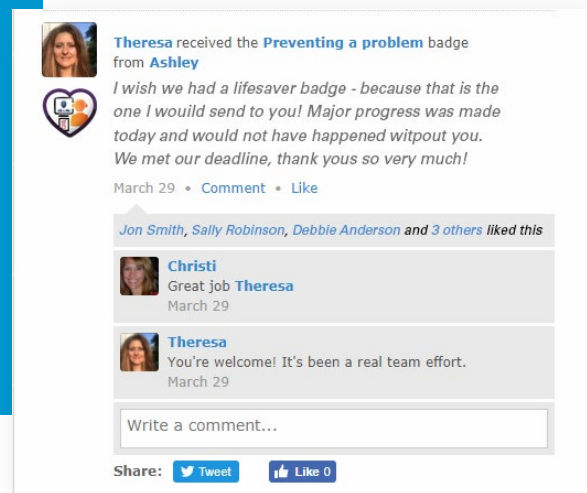
## Recognize and praise for good work

Showing appreciation, recognizing, and praising for good work are more important now than ever before. Recognition is an integral part of engaging all employees but is especially important for the remote workforce. The research shows overwhelmingly that employees aren't feeling appreciated. Social recognition is a helpful tool to unite a remote workforce and ensure everyone is recognized for great work.

### Social Recognition can help

- Maintain communication
- Establish inclusion and camaraderie
- Show that managers are available for support
- Encourage team collaboration
- Help identify employees' strengths
- Immerse employees in company culture and initiatives

Learn more about MTM Recognition's social recognition platform at [mtmrecognition.com](http://mtmrecognition.com)



# 2

## Set clear expectations and a plan to measure progress

Be sure to communicate in precise detail when corresponding with remote employees. Employees like to know how they're improving as well as the things they are doing well. Gallup's study\* shows that only 3 in 10 US employees strongly agree that in the last six months someone at work has talked to them about their progress.

# 3

## Provide feedback on work and ask for their opinions

One of the most valuable tasks a manager can provide their team is to show they're listening and continually shaping an employee for the better. An Ultimate Software report showed that over half of employees surveyed said they'd turn down a 10% pay raise to stay with a manager they trust and respect. The Gallup study\* shows that full-time remote workers are 29% less likely to agree that they have reviewed their greatest successes with their manager in the past six months.

\*Gallup Study - The State of the American Workplace

# 4

## Show trust

Employees need to know that you trust them to get their work done and that they have the time and materials that are necessary. Autonomy is an active engagement driver for employees, empowering them to manage themselves efficiently, to feel confident in their abilities and to perform at a higher degree.



# 5

## Assist in career development and personal advancement goals

Remote employees need to feel that you're in their court more than ever.

Recognizing the skills and advancement opportunities for your employees helps establish trust and increase company loyalty. Gallup's study\* showed that only 4 in 10 US employees strongly agree that their supervisor or someone at work, seems to care about them as a person.

*21% of remote workers say that the biggest struggle of working remotely is loneliness, while another 21% said that it was collaborating and communicating.*  
[Buffer](#)

\*Gallup Study - The State of the American Workplace

# 6

## **Bolster Communication and Quickly Resolve Conflicts**

One challenge that can arise when employees work remotely is miscommunication. If left unresolved this could result in unproductive conflict, confusion and more. If there is little communication between the employees it can be difficult to understand the other person's perspective. The best way to get clarification or resolve any issue? Pick up the phone and have a conversation, better yet, engage in a video call instead. Being able to see facial expressions and body language is a huge advantage in communication.

*A Deloitte Survey reported 72% see virtual teaming capabilities becoming significant and normative in the next five years.*



# 7

## **Provide the tools needed to do the job**

According to the Gallup study\*, only 3 out of 10 of US employees agree they have the right materials and equipment to do their work. With several challenges to overcome having what is needed to perform the job is crucial to remote worker performance which can affect the satisfaction level the worker has with their overall employee experience. Employees work best when they have the tools needed to do so.

*\*Gallup Study - The State of the American Workplace*

# Real-life Experience — Engaging Remote Employees

## Williams-Sonoma

Since its start in 1956, Williams Sonoma has become one of the largest home-goods retailers in the world. With over 1,500 call center employees in multiple locations around the United States and over 80% of its customer care employees working remotely, a primary goal was to find a comprehensive performance platform to unite their workforce and keep them engaged. MTM was able to provide the perfect solution with our Carousel platform. With the ability to be branded, their Carousel program is named CARE - an ode to their core values of Commitment, Attitude, Responsibility, and Effort.

### The Struggle for Cohesiveness

"We were trying to combine all of our call centers into one big family as we were going remote at such a fast pace. Each call center was very siloed to their own group. No one spoke the same language. Naturally, communication would drop when it came to different recognition campaigns for the associates".

### Carousel & CARE

With the median age of employees as 40 and up, Williams-Sonoma wanted something that would be easy to use and follow. "I was trying to find a platform that wasn't only cost-effective, but also user-friendly. I found that in MTM – Carousel was hands down the most user-friendly product."

### Stella Badges for Stellar Scores

WSI uses Stella, an outside third party, to survey customers following each call. Data on customer satisfaction is then sent directly to MTM, where the data can be processed every single day. Carousel supplies an automatic upload of 100-point badges for each positive review of an employee. "We give out anywhere between 1,100 – 1,300 badges per day. That instant gratification is a huge plus for our associates – they love it!"

### Skyrocketing Scores

Within the first 9 months of CARE's implementation, their total customer satisfaction has risen over 6%! They are now ranked #2 in the country for home-goods call centers. "A piece of that has been driven by CARE. Providing an incentive for the associates is driving results, and it is really showing!"

### Rewarding Those Who Deserve It

Points are given out to associates every day, depending on the customer reviews they receive after phone calls. This helps to reward the employees who deserve it the most. There is no upward ceiling for how many points an employee can earn! One of their best associates received 98,000 points in just one month – that's almost a \$500 bonus for their top-performing employee! "They know that this isn't monopoly money. This really is a reward for going above and beyond."

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to stay in tune with the latest engagement research and how to improve employee experience for all your workers.



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