

workhuman*

Building an Elevated Employee Experience in Manufacturing

WHY WORKHUMAN IS YOUR TRUSTED PARTNER



The manufacturing workforce faces unique challenges. Chief among them: managing workforce skill gaps and training, ensuring health and safety compliance, and addressing labor shortages and retention.

According to a [National Association of Manufacturers \(NAM\) survey](#), sentiment among manufacturers has fallen to its lowest point since the height of the pandemic. On top of that, nearly 60% of respondents cited “attracting and retaining a quality workforce” as their primary business challenge.

Workhuman®, the world’s #1 employee recognition and engagement platform, can build morale and retain top talent. Backed by more than 100M+ data points derived from the interactions of real, actual humans, Social Recognition® helps your organization generate a rich employee experience and drive performance, safety, and engagement – positively impacting your workforce and your bottom line.

Key findings from our manufacturing clients include:

2x

lower turnover for employees who receive recognition.

Source: [Eaton case study](#), Workhuman, 2023

70%

of sites that do recognition right see YOY improvements in engagement, productivity, safety, and quality.

Source: [Morgan Truck Body case study](#), Workhuman, 2023

~0

attrition for employees recognized more than 1x per year.

Source: Michelin customer breakout session, Workhuman® Live, 2024

Your peers find value in recognition.

Some of the world's most forward-thinking manufacturing organizations are

Workhuman clients:



And they've spoken: We're #1.

Workhuman has driven engagement, productivity, and retention for our clients for more than 25 years. No wonder we've been recognized by G2 and Gartner, among others. So, why settle for second-rate recognition when you can partner with the best of the best?



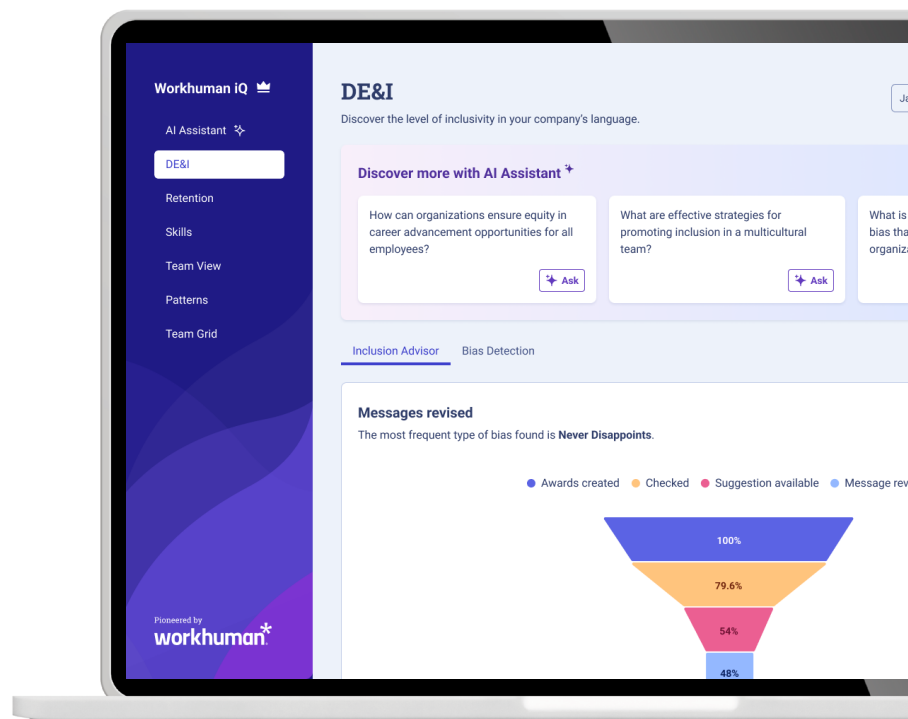
Workhuman has everything you need to build an engaged culture.

Actionable insights: Workhuman® iQ, the most comprehensive AI-powered human intelligence solution on the market, uses data from 100M+ recognition moments to understand the overall employee experience. Use these insights, analyzed by our multidisciplinary team of experts, to uncover elusive pain points, identify improvement opportunities, and solve real challenges.

Inclusive innovations: Inclusion Advisor, the industry's first DEI coach, uses AI and natural language processing to mitigate implicit bias and foster inclusion in real time – all while maintaining employee privacy and dignity. According to Workhuman research, 75% of people choose to make a change to their language when unconscious bias is flagged.

Seamless integrations: The Workhuman platform can be wherever your people are, integrating with critical workplace applications like Microsoft Teams, Outlook, Slack, Workday, and more. With our open API, Workhuman fits seamlessly into your workflow and enables real-time recognition.

Offline worker support: Recognition relies on access for participation, so we enable everyone to give and receive recognition – even employees without a company email address or SSO login. Engage employees with limited or no system access with our mobile app, break room kiosks, and paper nomination forms.



Global rewards: Employees in 180+ countries can redeem points for merchandise, gift cards, experiences, and global charity options. We offer a mobile app and broad language support, and have deep expertise in many cultural, financial, and operational dynamics, including unions and works councils.

Unmatched expertise: Our team of experts with backgrounds in HR, benefits, recognition, and strategic communications empower clients and speak your language. They'll help you set up your program, get it launched, and support your ongoing success.

Let's dig in deeper.



Everything revolves around the hourly folks. ... Whenever we put a program in place, the first thing we solve for is how we get traction within that population. ... That includes access to the awards feed and this platform [on tablets in work centers]. Separate from that, we're pushing the Workhuman app they can use on their personal devices.

BRADY BAGWAN

Former VP, Human Resources

Morgan Truck Body, LLC

Source: Morgan Truck Body, LLC case study, Workhuman, 2023

Demonstrate hard-dollar ROI with recognition.

Disconnected work cultures demand more than the same old tricks. With decades of experience delivering breakthrough data and measurable client outcomes, we've developed battle-tested best practices that give us absolute confidence we'll do the same for you.

We know budgets are finite, so we do everything we can to make every dollar you spend with us worth it. How would you feel about having immediate access to data that transforms the feel-good aspects of recognition into quantifiable business results?

What differentiates Workhuman from any other recognition provider is our ability to elevate recognition beyond a tactical program of appreciation and rewards. The Workhuman platform is a strategic, measurable part of our clients' overall talent strategy. The human intelligence data within demonstrates how the program impacts key metrics leaders care about through hard-dollar ROI, and helps managers improve dashboards through advanced reporting and customization.

Each employee interaction (e.g., nominations, feedback, assessments) provides a unique data point that reveals trends and insights into employee behavior, inclusion, and company culture. This data is synthesized, along with natural language processing, so you can better understand what's going on in your company – and act on it.





We needed a partner that would help us provide a consistent, global recognition experience, shape our culture, and demonstrate the ROI of our recognition program.

JENNIFER SWEDA

Former Compensation Manager
Eaton

Source: [Eaton case study](#), Workhuman, 2023

Workhuman iQ paints a vivid picture of an organization's strengths and challenges, such as:

- **Retention insights** to help mitigate flight risk
- **Emerging trends** and themes that hinder company culture
- **Deep analysis** of soft skills across teams and business units
- **Greater understanding** of equity across the business

Jump ahead further with [Workhuman iQ & AI Assistant](#), an AI tool designed to monitor and improve the effectiveness of your culture and employee experience programs. Using your own data paired with Workhuman research, AI Assistant proactively offers up insights related to skills, performance, productivity, culture, talent mobility, flight risk, and more. Get rapid-fire analysis for a holistic view and use open-ended prompts to generate reports and highlights that leaders and managers can absorb and put into action.

All told, AI Assistant can showcase how your strategic investments are transforming company culture in three ways:

ONE

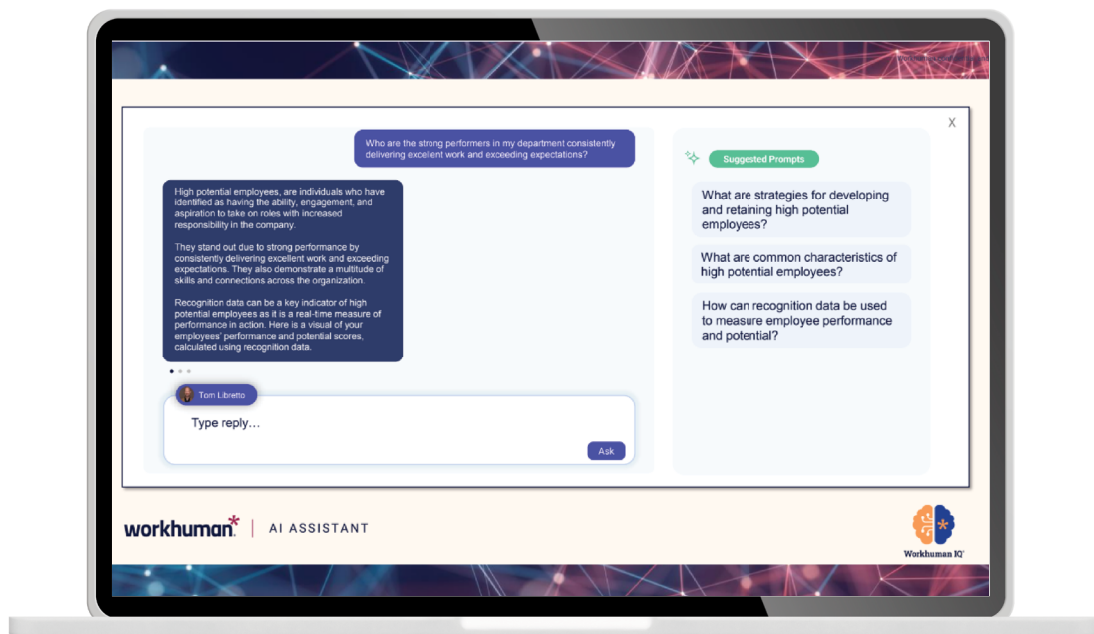
Less spreadsheets, more stories. See trends in different areas and capture a holistic view of performance and organizational health, in intuitive formats you can read and analyze yourself.

TWO

Less manual processes, more skills mapping. Empower managers to take a proactive role in shaping culture by surfacing recommendations to drive team engagement, retention, and performance. Advanced skill mapping allows for better internal mobility, people development, and succession planning.

THREE

Less guesswork, more guidance. With 24/7 access to AI Assistant, get closer to your data without analysts or engineers. Our Workhuman-specific language model answers your questions through live prompts, or you can simply navigate the easy-to-use interface.



Root your recognition in promoting safe behaviors.

While 75% of employees feel their employers' safety efforts are ineffective, recognition affirms the importance of quality and likely increases conscientiousness on a work site, according to Gallup and Workhuman.

Safety recognition programs can help build a culture where safety isn't just expected – it's celebrated. In high-risk industries like manufacturing, construction, transportation, and warehousing, safety recognition programs aren't just nice-to-haves – they can literally save lives by helping to reduce work-related fatalities. When employees receive awards related to safety, the actions that led to that safety moment are reinforced and the visibility of the recognition moment demonstrates what good safety behaviors look like.

When Workhuman data analysts examined five plants at a global manufacturing customer with the strongest safety recognition cultures (as measured by the proportion of employees who received a safety award), we found the plants with the highest usage of the safety award saw a total recordable injury rate (TRIR) 82% lower than the plants with the lowest safety award usage.

Beyond saving lives, a lower TRIR can also save an organization millions of dollars. According to the National Safety Council, work injuries cost a total of \$171 billion.



When safety incidents occur:

- Costs can escalate quickly, encompassing compensation claims, medical expenses, legal fees, and downtime.
- There are often costs for equipment repair or replacement.
- Your reputation and employer brand decrease, making it difficult to attract and retain the best talent.

A strategic and robust safety recognition program can help minimize these accidents, leading to considerable cost savings. Recognizing safe behaviors also has a direct impact on revenue:

- A workplace that prioritizes safety is more attractive to potential employees, reducing recruitment and training costs.
- When employees feel valued and safe, their morale, productivity, and loyalty increase, resulting in reduced turnover and improved performance.



Hyllion's recognition platform promotes safety across the organization because we have a separate category devoted just to safety. If an employee or a department identifies ten near-misses within a month, they receive a safety award that's visible to the entire company. This really helps demonstrate the value that we place on safety within the organization.

LESLIE BINGHAM

Director of Executive Compensation & Total Rewards

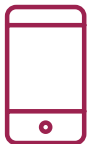
Hyllion

Source: [Hyllion customer snapshot](#), Workhuman, 2023

Recognize in the flow of work – even for offline workers.

Most manufacturing employees access a system for payroll, to track their hours, or to perform other administrative tasks. If you have a system for how employees without a company email address or SSO access complete these tasks, we can come up with a plan to get them onto the Workhuman platform in a similar way.

There are three standard options for engaging employees with limited or no system access:



Mobile app. Employees with a company email address and/or SSO access can download our mobile app to access the full platform experience on their personal or company-issued device.



Break room kiosks, shared computers/tablets, and point-of-sale terminals.

Workers can use shared systems located in break rooms to access the platform (e.g., view their received awards, nominate colleagues, redeem awards, view the news feed, and leave congratulations messages).



Paper nomination forms. For employee populations that are truly offline, we can provide paper nomination forms for them to fill out. An HR team member or program manager can then submit the recognition awards on their behalf.



Most of our customers opt for one of the first two options combined with an internal communications campaign. Here are some examples:

1

A global manufacturing company with 13,000 employees **secured an iPad** in each break room. They added a background image promoting the recognition program and a quick link for access.

2

Another global manufacturing customer **offered internet access and allowed mobile device use** only in break rooms. They posted signs reading, “Wi-Fi was provided so you can access the Bravo recognition program.”

3

One customer **installed kiosks** and put a cardboard cutout with program branding around the computer screen – an active reminder that the program is there and the kiosks should be used to give recognition.

The thing that really opened things up for us was the mobile app, especially for technicians out in the field being able to leverage it as they’re on the move. That was huge.

DAVE BENDETTI

Former Senior Compensation Manager
NCR

Source: “How NCR Unlocks the Full Potential of Its Recognition Program,”
breakout session, Workhuman Live, 2022

If you are interested in connecting recognition to other platforms for these or other employee groups, available [integrations](#) include:

Workday. This certified, prebuilt, and bidirectional integration between Workhuman and Workday captures recognition and rewards data for workers who reside in Workday HCM. It creates an interoperable link between the two systems, where Workday serves as the system of record for foundational and organization worker data, and Workhuman manages the solution for rewards and recognition programs.

Microsoft Teams. The Workhuman app for Microsoft Teams is your direct line to a thriving workplace ecosystem. Seamlessly send and receive recognition awards, celebrate achievements, and honor life's important milestones, all within the MS Teams environment.

Microsoft Outlook. Make recognition, check-ins, and feedback a seamless part of your Outlook experience while staying in the flow of your work. With just one click, elevate your recognition game and keep the momentum going.

Slack. Never miss a beat in your culture of recognition. Send, receive, and approve award nominations and spark meaningful check-in conversations right in Slack. It's the swift, hassle-free way to spread appreciation and foster connection companywide.

Certified API integration.

Workhuman delivers a hosted portal integration that maps employee data using Workday's API infrastructure (i.e., "Get Worker"), enabling you to integrate the recognition platform with your worker portal.



Transform the manufacturing employee experience with recognition.

Manufacturing workers around the world want meaningful work, personal and professional growth, empowerment, and belonging.

Our research with Gallup found that “employees who receive recognition that fulfills at least four of the five pillars of strategic recognition are **4.4x as likely** to strongly agree that their job gives them purpose in their life.”

Our team of advisors and consultants will partner with you to create a strategic recognition program that generates a rich employee experience and drives performance forward – just like we did with these manufacturing clients.



Customer story:

Engaging every worker with recognition at Eaton

Eaton is a global power management company with approximately 87,000 employees. Its products are used by customers in more than 170 countries. Eaton partnered with Workhuman to implement a peer-to-peer employee recognition solution that increased employee engagement and retention and made it easier to offer culturally relevant awards.

Significant and relevant results include:

- About 50% of Eaton's workforce is offline, making mobile recognition critical. Mobile clinics were facilitated to help employees download and use the app.
- A recognition moment is captured in Eaton's platform every 65 seconds.
- Employees who receive recognition are 2x less likely to leave the company.
- Surveys show 79% of employees agree recognition makes them feel their work is valued and appreciated.
- Adding E-STAR recognition data to Eaton's predictive analytics turnover model improved its accuracy by 10 points.



E-STAR is a powerful way for us to acknowledge employees who are supporting our brand promise and demonstrating behaviors aligned to our leadership attributes.

JENNIFER SWEDA

Former Compensation Manager
Eaton

Source: [Eaton case study](#), Workhuman, 2023

Customer story:

Prioritizing and retaining offline workers at Morgan Truck Body

Morgan Truck Body, LLC is North America's leading company in light- and medium-duty commercial truck body manufacturing and upfit. With roots deep in U.S. history, Morgan has been designing, building, selling, and supporting the most reliable truck bodies on the road since 1952.

The team at Morgan partnered with Workhuman to implement a peer-to-peer recognition and rewards program for the company's 2,400 team members across 14 manufacturing sites that reduced cultural friction points, democratized gratitude, and retained skilled workers.

The Morgan team's focus on making the platform simple to access and use is leading to accelerated recognition reach and frequency. In the first quarter after launch, which included the holiday season, team members at Morgan gave and received about 1,540 recognition awards. In the first three quarters of the following year, that number more than doubled to nearly 3,460 awards.

All this recognition has contributed to four key business goals:

- **Reduced turnover.** Of all team members who received recognition, only 6.3% have separated; overall, sites with more effective recognition have lower turnover.
- **Increased engagement.** 70% of sites with the most effective recognition also score high on favorability surveys.
- **Developing team members.** More than 90% of sites that properly used the recognition program have an internal promotion rate greater than the company average of ~13%.
- **Raising gain-sharing metrics.** 70% of sites that properly used the recognition program have seen improvements in productivity, safety, and quality year over year, as measured by hourly compensation incentive payouts.



You can see what behaviors are happening in your facilities almost in real time. That type of behavioral intelligence and insight is why we decided to go with Workhuman.

BRADY BAGWAN

Former VP, Human Resources
Morgan Truck Body, LLC

Source: [Morgan Truck Body, LLC case study](#), Workhuman, 2023

The bottom line: By investing in employee recognition with Workhuman, you'll get a trusted partner who will show you the power of recognition – and its ability to drive engagement, productivity, and retention – while including offline workers and supporting business-building safety behaviors.

**Make the case for change.
Contact us today.**

+1 888.743.6723 | workhuman.com
Or read more on our blog: workhuman.com/blog

Join HR's leading innovators and trailblazers at our next [Workhuman Live](#) conference.

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