



# Frontline Energy, Not Burnout

A practical webinar for frontline teams, plant supervisors, operations managers, and HR leads who need recognition strategies that actually work on the floor.

MARCH 12 | 2:00 PM ET | 45 MINUTES

# Hi, I'm Alex Grande

CEO, RecognizeApp.com

<https://www.linkedin.com/in/alexgrande/>

Alex is passionate about creating sustainable high-performance cultures. With over 15 years of experience in leadership and organizational development, he founded RecognizeApp.com to help companies foster employee recognition and well-being.



# Webinar Agenda

01

---

## **The Floor Reality**

Why "corporate" culture fails in manufacturing — and what to do instead.

03

---

## **The Fairness Framework**

Eliminating favoritism and closing the gap between shifts.

05

---

## **The Manager Toolkit**

A "No-Admin" workflow built for supervisors who have zero spare time.

02

---

## **The Rhythm**

Micro-recognition tactics built for peak production, not downtime.

04

---

## **The Triple Threat**

Linking recognition directly to Safety, Quality, and Throughput outcomes.

06

---

## **Q&A + Close**

Live troubleshooting for specific plant hurdles from your team.



# Why "Corporate" Culture Fails in Manufacturing

## What Corporate Assumes

- Workers check email regularly
- Managers have scheduled 1-on-1 time
- Recognition can wait for a monthly meeting

## What the Floor Actually Looks Like

- Shift handoffs measured in minutes
- Supervisors managing 20–40 people simultaneously
- Recognition delayed is recognition lost
- Night shift operates in a completely different world

# The High-Load Rhythm: Recognition in 60 Seconds or Less



## The Huddle Shout-Out

Standardize a **30-second "Win of the Day"** during every shift changeover.



## Visual Wins on the Production Board

Use existing real-time production boards to **highlight individuals who hit specific KPIs**: units per hour, rework rate, uptime contribution.



**Same three people.  
Every time.**

# The Fairness Framework

## Objective Triggers Over Manager's Choice

Replace open-ended recognition with **milestone-based criteria** that any worker can see and track.

## Cross-Shift Visibility: Ending the "Forgotten Shift"

Night shift workers consistently report lower engagement scores than day shift not because they receive worse supervision, but because their wins are **invisible to the rest of the operation**.

# The "Quiet Hero" Approach: Safety + Quality Reinforcement

## Near-Miss Rewards

Stop waiting for the absence of accidents to celebrate safety. **Incentivize the reporting of hazards** before they become incidents. Every near-miss logged is a potential injury prevented. Recognize the worker who flagged it publicly, specifically, immediately.

## Precision Praise

Recognize the **"clean setup"** and the **"thorough pre-run check"**. These are behaviors that quietly prevented a downstream bottleneck or a quality escape. This is how you reward the process, not just the output, and build a culture where quality is everyone's job.

## The Behavior-Outcome Link

When workers see that **specific behaviors** are recognized, they repeat them. Over time, precision praise drives the leading indicators that protect throughput, reduce scrap, and keep your OSHA numbers clean.

# Quiet Hero: Rewarding Near-Miss Reporting

Stop waiting for the absence of accidents to celebrate safety. Incentivize the reporting of hazards **before** they become incidents.



**Identify  
Hazard**

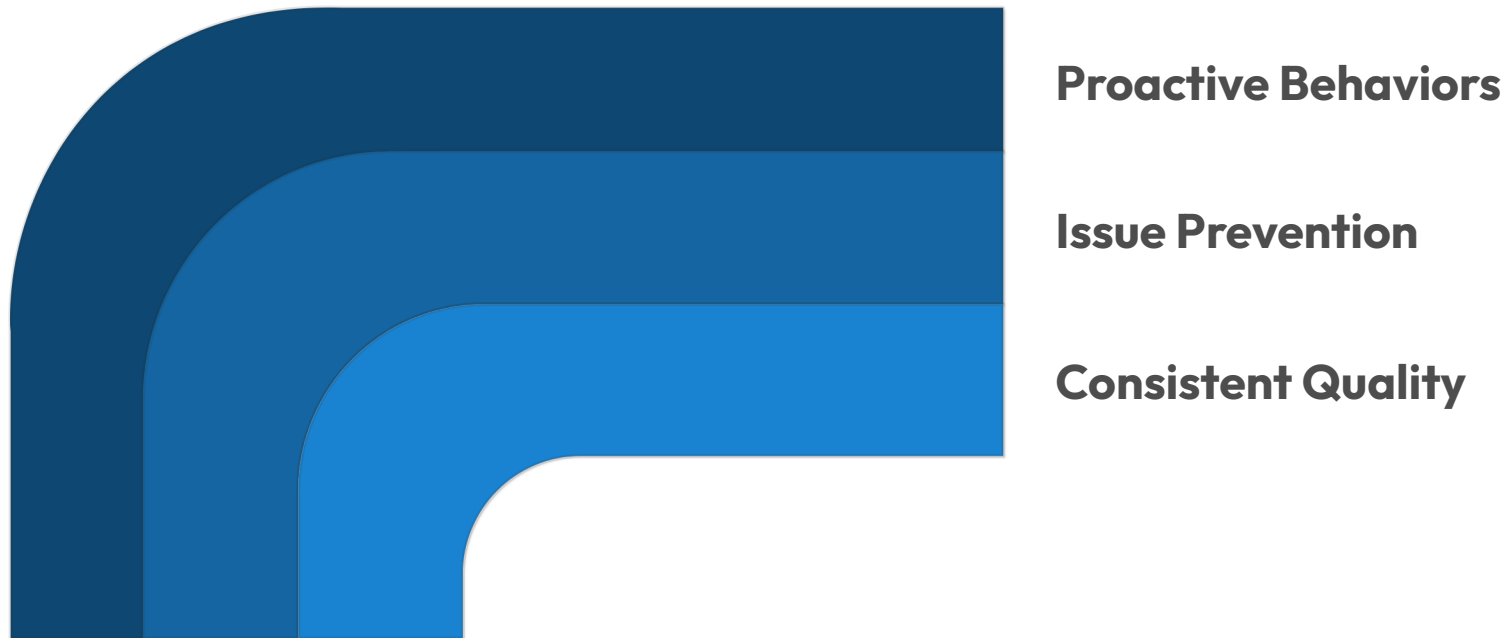
**Report  
Near-Miss**

**Prevent  
Incident**

Every near-miss logged is a potential injury prevented. Recognize the worker who flagged it publicly, specifically, immediately.

# Quiet Hero: Rewarding the Process

Recognize behaviors that quietly prevent issues, like a **clean setup** or a **thorough pre-run check**.



This approach rewards the process, not just the output, fostering a culture where quality is everyone's job.

# Quiet Hero: Recognition Tied to What Actually Matters

When workers see that specific behaviors are recognized, they repeat them. This precision praise drives the leading indicators that protect throughput, reduce scrap, and keep your OSHA numbers clean.



# Examples of Specific Behaviors Recognized

Identifying and rewarding these tangible actions creates a culture of accountability and continuous improvement on the factory floor.



## Proactive Equipment Reporting

Noticing and reporting minor equipment anomalies before they escalate into costly failures or safety incidents, preventing downtime.



## Process Improvement Suggestion

Identifying opportunities and proposing practical solutions to enhance efficiency, reduce waste, or improve existing safety protocols.



## Immaculate Workstation Maintenance

Consistently upholding a clean, organized, and FOD (Foreign Object Debris)-free work environment, directly contributing to safety and product quality.

# Reinforcing Behaviors: Types of Recognition

Effective recognition for desired behaviors is timely, specific, and visible, ensuring positive actions are not just noticed but also replicated.

## Instant & Visible Praise

Acknowledge desired behaviors immediately and make it visible across shifts, such as digital shout-outs on screens or within team communication platforms.

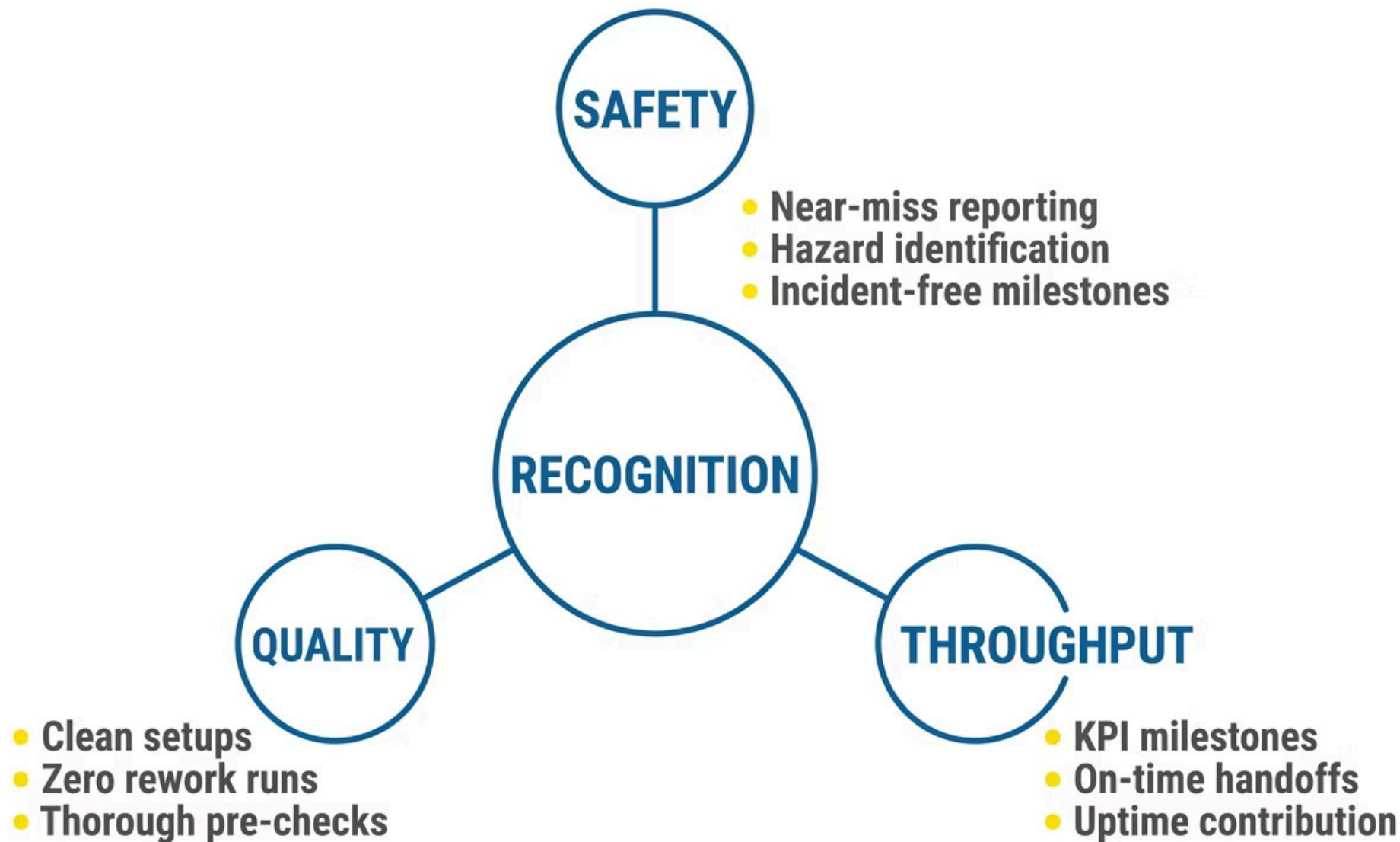
## Specific & Impactful Feedback

Go beyond "good job." Clearly articulate **what** was done well and **why** it matters, linking the behavior to tangible improvements in safety, quality, or efficiency.

## Meaningful Rewards

Pair recognition with small, relevant rewards like gift cards for local businesses, branded work gear, or even an extra paid break, reinforcing the value of their actions.

# Recognition Tied to What Actually Matters



This is the Triple Threat framework: every recognition moment is an opportunity to reinforce one of these three pillars — making the case to Operations that HR is driving performance, not just managing feelings.

# The Manager Toolkit: Removing the Friction



## TV View

Allow floor staff to see recognitions on TVs and kiosks. Prove to staff you care about them as much as the back office with just as many resources.



## Mobile-First Sent + Delivery

Paper forms are dead on the floor. **On-the-spot digital tokens** or SMS-based recognition can be triggered from a tablet at the line — no login, no portal, no HR approval required. The supervisor gives recognition the moment it's earned, not three days later.



## The 3-Click Rule

Any tool that requires more than three actions to complete a recognition event will be abandoned within two weeks. We'll show you how to **audit your current stack** against this standard and what low-friction alternatives look like in practice.

# The Manager Toolkit: Prompts for Managers

Here are simple prompts to help managers deliver specific, impactful recognition that reinforces key behaviors instantly.



---

## For Safety & Near-Misses

"Thank you for reporting the [**specific near-miss, e.g., loose cable by station 3**]. Because of your vigilance, we avoided a potential [**type of incident**] and kept our team safer. Great job prioritizing safety!"



---

## For Throughput & Efficiency

"Your initiative in [**specific action, e.g., optimizing material flow**] directly contributed to us hitting our [**KPI, e.g., 98% on-time delivery**] today. That kind of efficiency keeps our whole operation running smoothly."



---

## For Quality & Proactive Work

"I observed your [**specific action, e.g., thorough calibration check**] before the run. That attention to detail is exactly why we maintain our [**quality metric**] and prevents costly rework down the line."



---

## For Collaboration & Teamwork

"I really appreciate how you [**specific collaborative action, e.g., helped Alex troubleshoot that machine issue**]. That support strengthens our team and helps us all succeed."

# The Manager Toolkit: Automation



**Recognition  
Sent**

**Posted to  
Teams**

**Logged to  
Sheet**

**Perf Reviews**

**6-Month  
Award**

By streamlining the capture of recognition data, HR gains clear visibility into engagement patterns. This continuous loop of feedback and reward ensures top performers are recognized for their contributions and fosters long-term workforce stability.

# Why This Matters

## This Isn't Just a "Feel Good" Program.

The goal of this webinar was to prove one thing to Operations leadership: **HR isn't checking a box.**

We are providing supervisors with a direct lever to stabilize their workforce and protect headcount during the toughest production cycles of the year.

Turnover spikes during peak load. Engagement drops when workers feel invisible. Recognition, done right and done fast, is one of the highest-ROI interventions available to a plant manager — and it costs less than a single backfill hire.

# 45%

### Lower Turnover Risk

Among workers who receive regular, specific recognition vs. none

# 7x

### Higher Productivity

Among employees who feel strong workplace belonging

## What You'll Walk Away With

- A recognition rhythm you can launch next shift
- Metric-based trigger templates for your KPI boards
- A cross-shift visibility checklist
- Mobile-ready recognition scripts for supervisors
- The 3-Click audit framework for your current tools



## Q&A & Live Troubleshooting

No Question Too Small

# What's Next?

## NEXT WEBINAR

### THE COMPANY CULTURE BUILDER

REMOTE & HYBRID EDITION



THURSDAY, 19 MARCH

1 PM ET | 10 AM PT



Live Webinar



**Alex Grande**

Chief Executive Officer  
@Recognize

Powered by:



Thursday, March 19 - 1 PM ET/10AM PT

Register here:

[https://us06web.zoom.us/webinar/register/9517731675659/WN\\_U3gnTvToQq2-gdfgZGBRxg#/registration](https://us06web.zoom.us/webinar/register/9517731675659/WN_U3gnTvToQq2-gdfgZGBRxg#/registration)

## NEXT LIVE DEMO



Register here for Recognize's Remix - our live demo shows you how to remix recognition!

Wednesday, March 25 - 2 PM ET/11 AM PT

[https://us02web.zoom.us/meeting/register/6fHvyFI1Qf6umn9\\_hfs28Q#/registration](https://us02web.zoom.us/meeting/register/6fHvyFI1Qf6umn9_hfs28Q#/registration)

## Follow Recognize on LinkedIn

Stay connected for ongoing insights on manager effectiveness and employee engagement:



<https://www.linkedin.com/company/recognizeapp-com>