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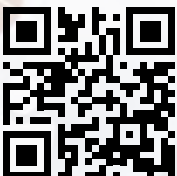
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EMPLOYEE ENGAGEMENT EDITION



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HR TECH OUTLOOK





Creating a Culture of Spontaneous Appreciation for Improved Work Environment

It is human nature to be gratified by appreciation and find satisfaction in being helpful to others, and our workplace is no different. Expressing solidarity and acknowledging a coworker's skills and efforts foster motivation and inspiration within the offices, leading to heightened engagement and productivity.

Sergio Monsorno and Cristiano Garocchio, founders of Convoy, developed a user-friendly, game-like app as a tool to wield the power of appreciation to create better employee engagement.

The application enables seamless peer-to-peer appreciation of skills and efforts through 'Thanks!' at the user's convenience. Managers can select commendable skills and acknowledge team members with 'Super!'. The app keeps senders anonymous when employees offer appreciation. For managers, it reveals the sender's identity. It also features a smart working button, enabling on-site and remote employees to be appreciated for skills specific to their roles.

"Everyone enjoys appreciation, especially when it comes organically. We avoid asking employees for reactions about their companies, bosses, or colleagues. Instead, we register relationship patterns and collect authentic, spontaneous, and frequent acknowledgements to commendable human behaviours," says Monsorno, co-founder of Convoy.

While the app fosters a positive culture of appreciation, its value lies in highlighting hidden talents, soft and hard skills, leadership capabilities, as well as personal and departmental dynamics. It also provides insights into employee engagement, adaptability, and cultural alignment within the client's workplace.

The app's ability to differentiate emotions and identify behavioural patterns makes it a trailblazer. Based on the research outcomes from the Department of Psychology of Cattolica University, its algorithm transforms the feedback into a measurable and evaluable database.

Convoy stores the real-time transactions in its database and translates them into 17 predefined soft and hard skills. It compares them to clients' desired skill sets from their employees and identifies how and when any overlaps occur between personal, team, and corporate cultures. The company customises the app to align with the client's recruitment objectives.



Sergio Monsorno,
Founder

Cristiano Garocchio,
Founder


Maria Chiara Bianchi,
Chief Operating Officer

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It presents the data to clients through multiple dashboards showcasing the relationship status between workplace functions and departments, changes in transactions over time, and top-appreciated individuals. Details like senders and receivers of the appreciations and the skills linked to the acknowledged behaviours are also provided. In addition, when clients want to choose timelines for an employee's skill assessments, it empowers them with flexible data analysis options.

Convoy has included an innovative feature capable of tethering workplace incidents to employee reactions for measuring actual behaviours. Joining hands with a professor from Cattolica University, the company has added indicators showing an employee's flexibility and efforts for teamwork and collaboration. Clients can also measure the app's adoption and usage at individual, departmental, and organisational levels.

The app's impact has been particularly evident in large organisations with thousands of employees. It provides them instant insights into the bottom-layer workforce's skills and behaviours, reducing reliance on middle management and performance assessment software. HR professionals can also stay informed about the effects of organisational and market changes on their workforce's adaptability to these changes. These insights are instrumental in developing targeted training and team-building sessions to enhance employee morale and overall performance.

Convoy's revolutionary app presents an excellent route to reinstate morale and improve employee engagement. It is not an exaggeration to say the Convoy app can be a go-to choice for organisations to unearth and utilise the workforce capacity they (un)knowingly waste. 



Convoy



The annual listing of 5 companies in Italy that are at the forefront of providing Employee Engagement solutions and impacting the marketplace