What’s the problem?

Performance appraisals in some companies are synonymous with paper chasing. And appraisals remain a source of frustration for managers and employees.

It needn’t be this way. Technology can help you to create a high-performance culture. We explain how automating appraisals fosters high quality performance conversations, greater personal accountability and fair decisions about reward and talent.

How do you solve it?

Use technology to increase quality of conversions

You can use an appraisal system to free up the manager and employee to have more time for quality performance conversations:

- Encourage discussions to be based on comprehensive information by having individuals upload notes from one-to-ones and other evidence (e.g. customer feedback via email). This will ensure discussions are based on the whole year’s evidence, rather than on what happened recently.
- Managers will save time as the system reminds users to take action and reports are available at the touch of a button. Suggest that managers re-invest the time saving into talking to their teams.
Getting individuals to own their performance

The experience of automated appraisal can be rewarding, which you can use to encourage individual ownership.

- Create a system that is specific to your business and is intuitive (e.g., highly branded, uses company language) so employees enjoy using it.
- Reduce change risk by building in accepted ways of doing things rather than using untested new processes.
- Have individuals upload evidence (e.g., customer feedback) as they go along so they avoid the frustrating paper chase that often precedes appraisals. Evidence-based appraisals are seen as more fair, helping individuals see the link between their behaviour and the outcome.

Use data to make fair and timely decisions

Automation will allow your business to use performance data for many purposes:

- Help managers to ensure consistency of performance ratings across their team. Similarly, they should use appraisal data to distribute reward (e.g., using a bell curve) and to identify and track talent and succession plans.
- Improve your managers’ capability by using a scorecard covering performance, engagement and 360 degree feedback.
- Identify the needs of specific groups (e.g., by job group, grade, gender, etc.) by using data analyses.
- Inform decisions on objectives for the coming year – helping managers to look forward as well as back.
- Encourage managers to use data to ensure consistency of ratings across teams, but guard against relying only on numbers to assess performance.

What next?

To find out more, click on the links below:

- Case studies
- Webinars
- About us

Would you like more help with this?

If you want to talk – either about this specific issue or a broader performance or talent challenge – please contact us...

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