



Reshaping Performance Management to Increase Engagement

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First... take away the “Pain”

In the quest for engagement;

Eliminate obstacles or pain points that erode engagement

- Practices
- Policies
- Processes

The “Painful” Annual Evaluation

The antiquated process has survived too long!

Generally = dreaded by both parties

- Uninspiring
- Not effective
- Pencil whipped

We Still Wanted to do Something...

Connection to one's leader is the **#1 driver** of employee engagement.

The “experts” and our own senses tell us employees want feedback but... in a manner that is:

- Frequent
- Natural
- Meaningful

Our First Take -- Quarterly ConnectZ

| | | | |
|--|--|-----------------------|--------------------------|
| Draft for "Quarterly ConnectZ" | | QUARTER | 2017 |
| EMPLOYEE & EIN | | DEPT./ PROJECT | DIRECT SUPERVISOR |
| EVERY PERSON MATTERS | | | |
| WHAT DO YOU FEEL YOU DO BEST AND WHAT MOTIVATES YOU? [REDACTED] | | | |
| WHAT ARE KEY JOB FOCUS AREAS - <u>TO COMPLETE WITH SUPERVISOR</u> [REDACTED] | | | |
| TOGETHER WE CAN DO GREAT THINGS | | | |
| WHAT RESOURCES, TOOLS, OR TRAINING WOULD HELP YOU PERFORM BETTER? [REDACTED] | | | |
| HOW CAN WE GET BETTER? [REDACTED] | | | |
| THIS IS MORE THAN A JOB | | | |
| WHAT ARE YOUR CAREER INTERESTS? [REDACTED] | | | |
| WHAT DO YOU WANT TO LEARN IN THE NEXT YEAR? <u>JOB RELATED OR NOT.</u> [REDACTED] | | | |

It's Much Better

Employee provides input:

- Motivational Factors
- Support Needed
- Ways to Improve
- Career Interests

Forces a 'conversation' to occur

....but not yet Optimized

Working to improve:

- Some system issues
- Full participation
- Streamlining content

Make more meaningful and natural

- Still record?

Key Learnings so Far:

1. Employees crave Input and Direction
2. Managers need to accept responsibility for having discussions – part of job
3. We're on the right track!

Bonus Info from ConnectZ:

Compensation:

- ✓ Benchmarking and sharing data

Culture:

- ✓ Innovating to stay relevant