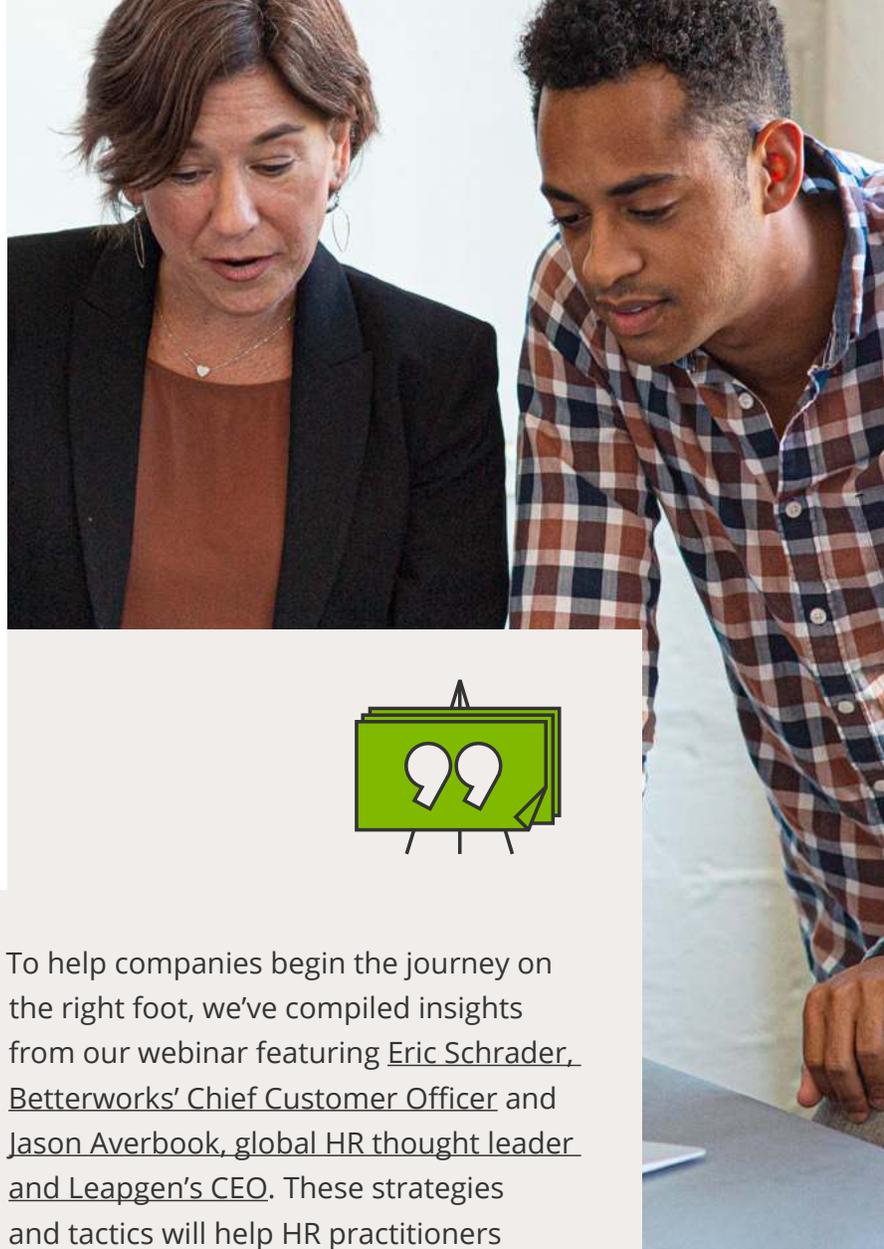


Mapping the Journey to an Effective (and Continuous) Performance Management Program

In an era where business speed and competition for talent are at an all-time high, companies must be able to align, manage and motivate their employees. A continuous performance process is the vehicle for doing so. In fact, according to Deloitte, organizations with effective performance management systems perform 92x better financially than those with ineffective, often annual, reviews.

While HR practitioners may be eager to realize the benefits of Continuous Performance Management®, it's important to undertake this transition thoughtfully. Like any change that involves people, adopting a Continuous Performance Management program requires a well thought-out strategy and careful change management. Most importantly companies must realize that this is a journey, but one that ultimately has the potential to revolutionize the performance of their workforce.



To help companies begin the journey on the right foot, we've compiled insights from our webinar featuring Eric Schrader, Betterworks' Chief Customer Officer and Jason Averbook, global HR thought leader and Leapgen's CEO. These strategies and tactics will help HR practitioners understand the scope of change required to develop and deploy a Continuous Performance Management program and how to approach it in a manner that will ensure success.



Eric Schrader

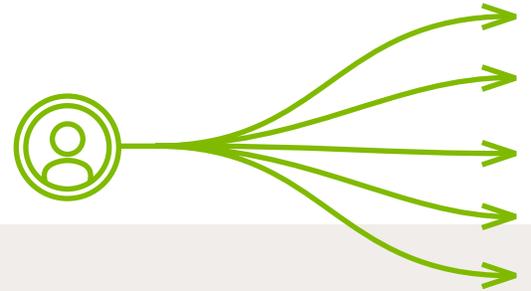
Betterworks' Chief Customer Officer



Jason Averbook

global HR thought leader and Leapgen's CEO

It's Time To Change the Way You Think — and Execute — Performance Management



“Most employees and managers hate traditional performance reviews. To be effective, performance management must deliver value to employees and be tied to an overall experience. Period.”



“Continuous Performance Management is a business-performance activity. The whole organization must think differently, in terms of how to create a coaching mentality, how to create individualized plans, and how to treat people and drive performance. That evolution requires a lot of change management.”



Continuous Performance Management is a Positive Transformation that Affects Your Whole Organization



“Performance management has to be a partnership across the organization, and that's what we mean by business alignment. It's about tackling issues to make sure that you're enabling these new processes within the organization. You can have all the coaching you want, but if an annual review cycle drives your annual pay cycle, then you're not allowing the lines of business to move or promote people as business needs dictate.”

“If you do continuous performance management without making any changes to your current strategy, managers won't just hate performance management once a year. They'll hate it continuously. You need to understand and reimagine the process. Moving to continuous performance management is a transformation, not a transition.”





“To ensure a successful transformation, you’ll need to invest in training. Managers need to be taught how to give feedback and coach their direct-reports. These things don’t happen overnight. You can do some of that with communication and training, but it also has to be codified with policy changes and decision-making.”

“Executives often use goal setting as a way to create transparency and agility in the organization. They use those goals in all-hands mediums to show that it’s not a once-a-year activity, and to demonstrate that they hold themselves accountable. That visibility serves as an example, and it creates that alignment that you can drive within an organization to break down silos and move towards that vision.”



Continuous Performance Success Starts With People and Processes



"As companies struggle to compete in a high performing world, they can use performance management to inform talent decisions. Business moves fast, needs are changing all the time, and the roles within organizations are evolving. Companies must have processes that help them understand how to leverage high performing people."



"Companies have tried to solve the problems related to performance management by buying more and more technology. Unless we have a strategy, our chance of technology truly making an impact is greatly diminished.

It's cliché, but it's true: people are your most important asset. If you don't have a good way to drive their performance, you let the organization down every single day. You need to understand how they work and think, and how you can redesign your program to create a connection between employees and managers. If you do that, then the technology is the fuel that will drive this forward, and the value creation will be huge."



"The traditional hierarchy in companies is breaking down. Individuals tend to execute their goals in a team setting, so you must be able to capture that as part of employee development, and you need processes to understand how teams function."



Make the Business Case for Continuous Performance Management



“When making a business case for an HR technology investment, anchor it to the business outcomes that your organization's trying to achieve.”

“Every business leader has objectives that they're trying to meet. The best way to get buy-in from line-of-business leaders is to frame continuous performance management around how it can drive business agility, operational performance, and the like, and tailor it to their specific industry domain.”



The Right Technology to Support a Continuous Performance Process is Essential



“The tools are essentially the grease that removes the friction and puts the process into your workflow.”

Transforming your performance management program is a journey. Robust technology that can be tailored to support your business' unique requirements can help you take that journey one step at a time. By ensuring that processes are implemented consistently across the organization, the right performance management system will help you keep moving toward your destination.

Betterworks is the complete software and service solution for forward-thinking organizations wanting to motivate their modern workforce to deliver needed business results. Our solution supports truly global workforces, and is used daily by workers from 119 countries in more than 20 languages.

Flexible enough to support every organization's unique program comprising goals, conversations, multi-source feedback and workforce insights, Betterworks helps organizations align work to goals, develop their employees, and accelerate business growth.



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