



Introduction

Performance Process Timelines for 1A – 3B



Year End Assessment: 1-Jun-23 to 31-May-24

Self Assessment: 10th June 2024 – 20th June 2024

Reviewer Assessment: 21th June 2024 – 30th June 2024

Eligibility -

1. Employees who have joined on or before 30-Sep-23 are eligible.



Measuring Performance through RBC framework





Results: This refers to the measurable outcomes and achievements that an employee produces. It includes meeting targets, completing projects, and contributing to organizational goals. The emphasis is on what the employee has accomplished.

Behavior: This encompasses the <u>actions and conduct of the employee</u> in the workplace. It includes how the employee interacts with colleagues, approaches tasks, and adheres to company values and policies. Behavioral assessment looks at <u>how the employee achieves results</u>.

Competencies: These are the skills, knowledge, and abilities that an employee possesses and applies in their work. Competencies can be technical, managerial, interpersonal, or soft skills and they are essential for effective performance. The focus here is on the <u>capabilities the employee brings to their</u> role.

Together, these three components provide a comprehensive view of an employee's performance, looking at what they achieve, how they achieve it, and the skills they use to do so.

Benefits of RBC based PMS



Holistic Performance Evaluation:

- The framework provides a well-rounded view of an employee's performance.
- Ensures that employees receive feedback on their outcomes and their work methods and skill application.

Improved Employee Development:

- Skill Enhancement
- Enhanced Organizational Performance

Better Management Decisions:

- Provides a robust basis for making decisions about promotions, rewards, and recognition.
- Helps in identifying high-potential employees and preparing them for future leadership roles.(succession plan)

Positive Work Environment:

- Fair and Transparent Evaluations which can improve employee morale and trust in management.
- Encourages Positive Behaviour and collaborative workplace culture.

Enhanced Employee Engagement:

- Recognizing and rewarding both results and behaviours can boost employee motivation and engagement.
- Provides employees with clear expectations and direction, which can increase their focus and productivity.



Performance Rating Scale

Rating Scale with Definitions



Rating Scale	Rating name	Description			
5	Outstanding	 Consistently drives responsibilities and delivers results beyond individual boundaries, finding innovative ways to overcome barriers and integrating various skills to exceed expectations. All assignments are self-directed and completed at an exceptional level. 			
4	Excellent	 Rarely needs guidance, expertly plans and controls work to meet targets, performs complex tasks, and demonstrates creativity and innovation. 			
3	Good	 Understands and applies methods and tools <u>under supervision</u>, plans and monitors work to some extent, requires periodic motivation, and needs to continually learn and upgrade skills to keep pace with the team. 			
2	Average	 Requires close supervision, does not synergize Low ability to acquire new skills, appropriate methods, tools, frameworks, and applications 			
1	Below Average	 <u>Does not understand</u> their job fully Does not contribute to the success of the project Does not have a flair for learning new technology or new trends 			



Self Assessment

Role of **Employee** in Self Assessment



Check your Reporting Manager mapping

Step 1 Gather data points and documents supporting your contributions against RBC

Step 2 Complete Self-Assessment <u>against</u> <u>each of the Goals,</u> <u>Competencies and</u> <u>Core Values</u>

Step 3

Schedule 1:1 meeting with Reporting Manager and request feedback to understand the performance level

> Step 4

Identify improvement areas and future path and create action plan for upcoming year

Step 5



Points to Consider -

- 1. At any stage of the performance document, if the action remains pending with you beyond the defined period, the document will <u>move</u> to the next stage by performance admin team
- 2. If there is a delay in following the compliance at any level of performance management process by employee or manager, then there would be deduction of <u>0.5 scale</u> in final rating of the year arising due to non-completion/non-adherence for defined timelines to employee or manager or both.

Pointers to Fill Self-Assessment



- Start by describing a Situation/Task/Goal
- Action took to accomplish the goal
- Outline the Results achieved, behavior and competencies.
- <u>Be specific</u> Saying "I responded to customer inquiries in a timely fashion" is much less meaningful than saying "I responded to all customer inquiries assigned to me within 24 hours and assisted with other team members as well".
- Include Facts and Figures Always back up your case with facts and figures. Draw on specific examples of what you accomplished and how you brought value to the organization.
- Collect feedback emails Collect relevant peer/client feedback and ensure to mention those along with your self-assessment comments
- Focus on Learning & Development It is important to upskill or reskill to be a better performer, please have a detailed discussion about it during reviewer assessment

CHECKLIST



Highlight the Progress of Each Goal in Detail



Identify and Analyze Improvement Areas



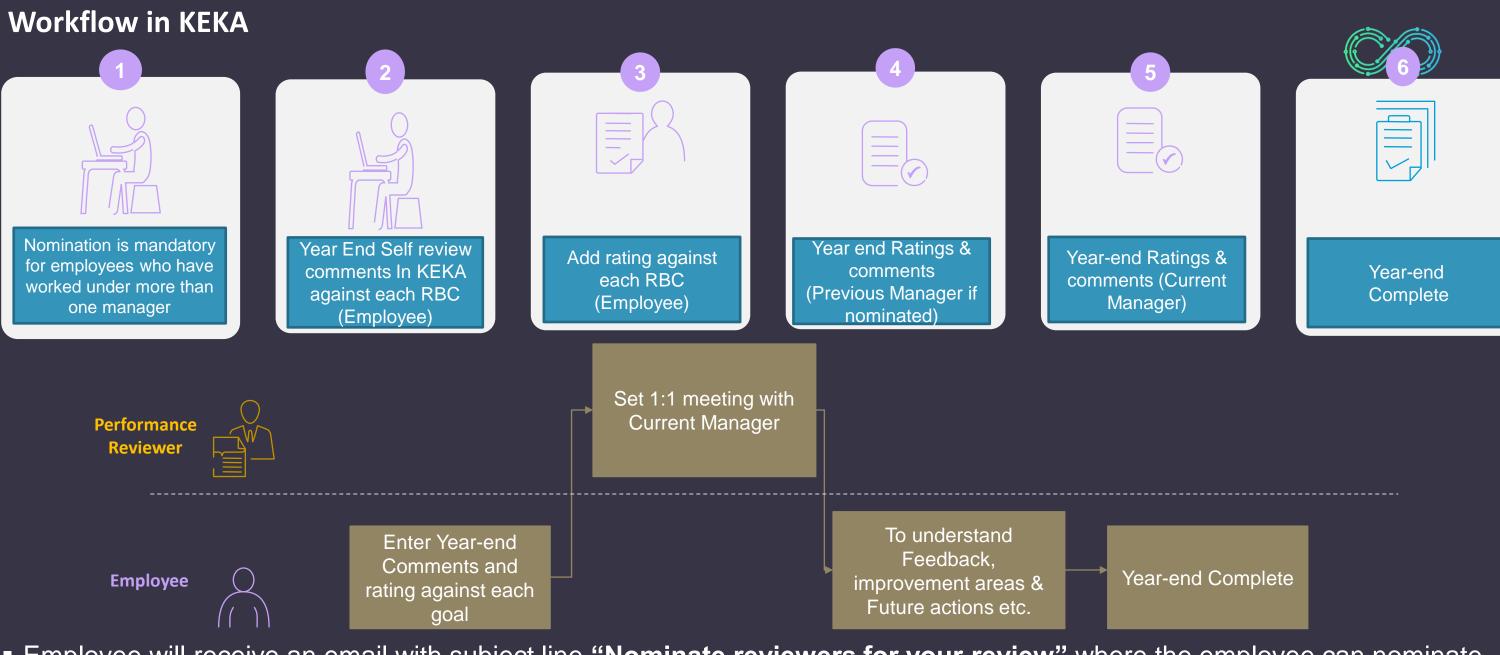
Decide What Needs to be Changed



Create a Plan of Action



Follow Up



- Employee will receive an email with subject line "Nominate reviewers for your review" where the employee can nominate
 previous managers for submitting feedback in Keka.
- Employee can nominate maximum 2 reviewers to provide feedback in Keka. Please note, do not nominate your current
 manager of Keka as he/she will be the default Manager to complete final review process in Keka.
- Nominating reviewer is an optional step, hence employees who have worked with same manager throughout the year can directly click on submit button without adding any nominations.



Role of Manager – Feedback Giver

Role of Manager in Driving and Managing performance





We encourage Reporting Managers to use Performance discussions for having quality conversations with their team members to understand their aspirations, overall well-being and any support required to help them achieve their full potential

Practice Empathy

- Empathy is the practice of being aware of and sensitive to the thoughts, feelings and perceptions of others, understand and share the feelings of another person.
- Empathetic environment encourages employees to perform better. Sense of belongingness increases morale and loyalty.



- Turn on the camera and be mindful of your tone and body language
- Be in the moment; give full attention to what employee has to say
- Show them that you are listening to their needs



- Ask about their feelings: "How are you?", "How are you feeling?"
- Spot Issues: "Do you have any difficulties in doing this?"
- Identify needs: "How can I help you?"



- Acknowledge and accept that multiple perspectives exist
- Try to understand their perspective



- Communicate your thoughts and feelings by reflecting on yourself
- Acknowledge their feelings and needs
- Provide specific guidance

Rater Error



- Contrast Effect The tendency of a rater to evaluate people in comparison with other individuals rather than against the standards for the job
 - E.g. When a Reporting manager compares the performances of two individuals with each other. The right way to evaluate is to assess their performances against the preset KRAs for their respective roles.
- First impression error The tendency of a manager to make an initial positive or negative judgment of an employee and allow that first impression to color or distort later information
 - E.g. When a Reporting manager allows his/her personal perception about a team member to influence their performance evaluation and assessment
- Like me' effect The tendency of individuals to rate people who resemble themselves more highly than they rate others
 - E.g. When a Reporting manager has a team member with similar personality like them and they evaluate their performance on a higher side.

Rater Error



- Central Tendency The inclination to rate people in the middle of the scale even when their performance clearly warrants a higher or lower rating
 - E.g. When a Reporting manager evaluates his/her team member as average instead of giving an actual assessment to avoid conflicting situations with the team
- Recency effect The tendency of minor events that have happened recently to have more influence on the rating than major events of many months ago
- Stereotyping The tendency to generalize across groups & ignore individual differences



Steps for Feedback Receiver

Tips while Receiving Feedback



1 THANK

This is the first response to any feedback. We need to assume that all feedback is given in a spirit of supporting growth.

2 PAUSE

Stop for a moment as our brains are wired to leap straight to defense.

3 HEAR

What the person is saying. Try to detach yourself from the conversation and think about the Feedback provided. Do you understand what is being said?

4 CLARITY

A good way to request clarity is to use the phrase "I think I am hearing Is that correct?". This also gives the feedback-giver an opportunity to correct any leaps you may have made while listening to the feedback.

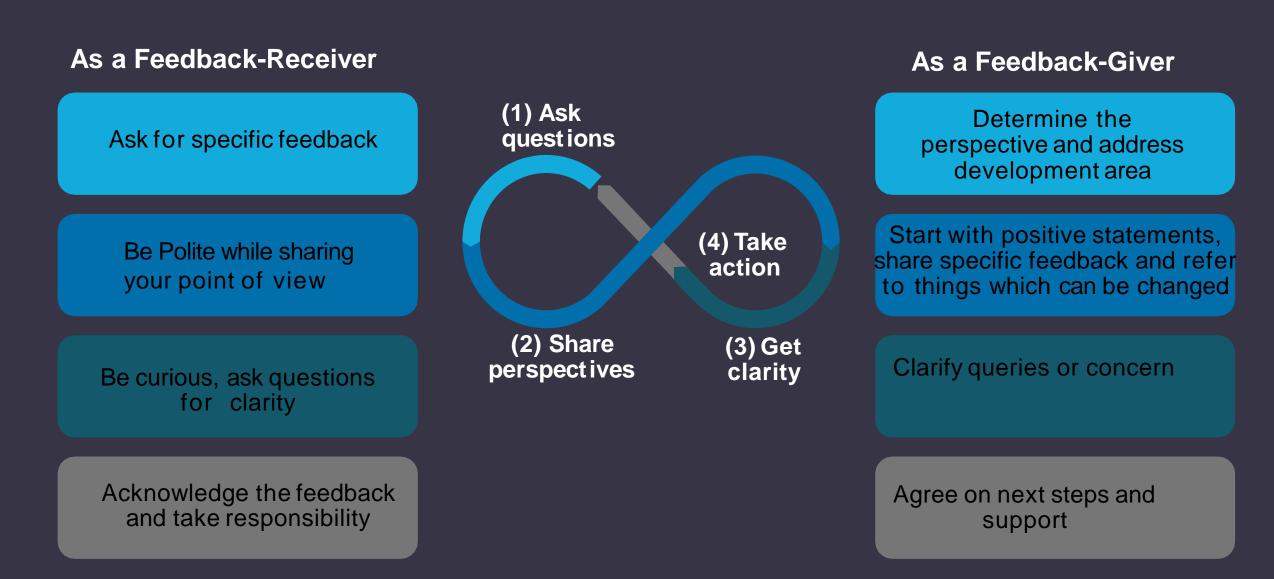
5 REFLECT

When you are clear about the feedback, take some time to reflect and decide whether this is something you want to work on. If it is, spend some time thinking about the best way of doing this.

Pointers for Feedback Receiver and Giver



Feedback is **an interactive process**, in which both have responsibilities to complete a **constructive and meaningful conversation**. The conversation should include both what is being done well and what can be improved





Process for low performers

Process for Low Performers -1



Rating	Process
	PIP to be initiated. PIP Period – 30 Days; Periodic Reviews to be done & documented by managers.
	Stages of PIP: Objective Setting: Managers must discuss objectives with the team member and documented in system. For detailed template, please check the policy
	 Assessment: During the period of PIP at least 2 interim review is recommended Ensure proper documentation in Keka .
Rating - 2	 Outcome: Outcome should not be entered by manager before completion of 30 days After completion of the PIP duration, outcome of PIP is either Successful PIP OR Unsuccessful PIP. Inform the status to BUHR to take it for closure
	 Points to remember Value and respect the employee and establish clear standards of performance expectation Inform the BUHR about the initiation of PIP of the employee for compliance with guidelines There can be a tendency to see performance improve immediately. However, remember to look not only for short-term improvement, but also for sustained improvement of performance

Process for Low Performers -2



Rating	Process			
Rating - 1	 Process Documentation of feedback communication along with detailed reason for rating must be shared with the employee first by the reviewer and an intimation/email must be mandatorily provided to BUHR and RMG team Call will be scheduled by BUHR and employee where the release details will be discussed with the employee serving 1 month of notice period. 			
	 Please Note - No exceptions will be considered in this rating case; hence it is important for managers to understand the rating scale and provide the rating accordingly with substantial documentation. 			



RBC Form in Keka

1. Results - Goals (70% Weightage) Path: Go to Me >> Performance >> Goals



2023 (01 Jun, 23 - 31 May, 24)					Bulk update progress
GOALS	OWNER	START DATE - END DATE	PROGRESS		ACTIONS
>		01 Jun, 23 - 31 May, 24	II) Target : 100.00 %	0%	8 8
>		01 Jun, 23 - 31 May, 24	:: Target : 100.00 %	0%	8
> Organisation Contribution 2 sub-goals O Task O Task O Task		01 Jun, 23 - 31 May, 24	:: Target : 100.00 %	0%	0 0
>		01 Jun, 23 - 31 May, 24	II Target : 100.00 %	0%	8 8
> Presales Contribution 1 Sub-goal 0 Task		01 Jun, 23 - 31 May, 24	:: Target : 100.00 %	0%	0 0
>		01 Jun, 23 - 31 May, 24	:: Target : 100.00 %	0%	0 0
> Mentoring 1 Sub-goal 0 Task 6 5% 2 Individual		01 Jun, 23 - 31 May, 24	II) Target : 100.00 %	0%	8
> ② Organisation Policy Adherence & Compliance ☑ 1 Sub-goal ② 0 Task ③ 5% ⑤ Company		01 Jun, 23 - 31 May, 24	II) Target : 100.00 %	0%	8

2. Behavior - Core Values (15% Weightage) Path: Go to Me >> Performance >> Competencies & Core Values



Core Values

These are the core values expected out of me.

CORE VALUE NAME	DESCRIPTION	BEHAVIOURS
Passion	Loving what you do & doing what you love instils passion & drives success	3
Empathy	Understands & considers views & perspectives of others	3
Integrity	Stands for & does what is right	3
Sustainability	Adapting & implementing sustainable practices that contribute to a healthy planet for future generations	2

3. Competencies (15% Weightage) Path: Go to Me >> Performance >> Competencies & Core Values



Goals

1:1 Meetings

Continuous Feedback

Reviews

Competencies & Core values

Skills

Performance Improvement Plan

Competencies

These are the competencies expected out of employee.

Competencies for Job Function - Softskills (50%)

COMPETENCY NAME	CY NAME DESCRIPTION COMP		WEIGHTAGE	BEHAVIOURS	
Communication	Listening to others, expressing your views & perspectives clearly & objectively to ensure effective mutual understanding			3	
Collaboration Skills	Ability of an individual & group of people sharing their skills and ideas with the purpose of achieving a common objective	Core	Not available	4	
Team work	Working collaboratively with others to achieve common goals and positive results	Core	Not available	3	

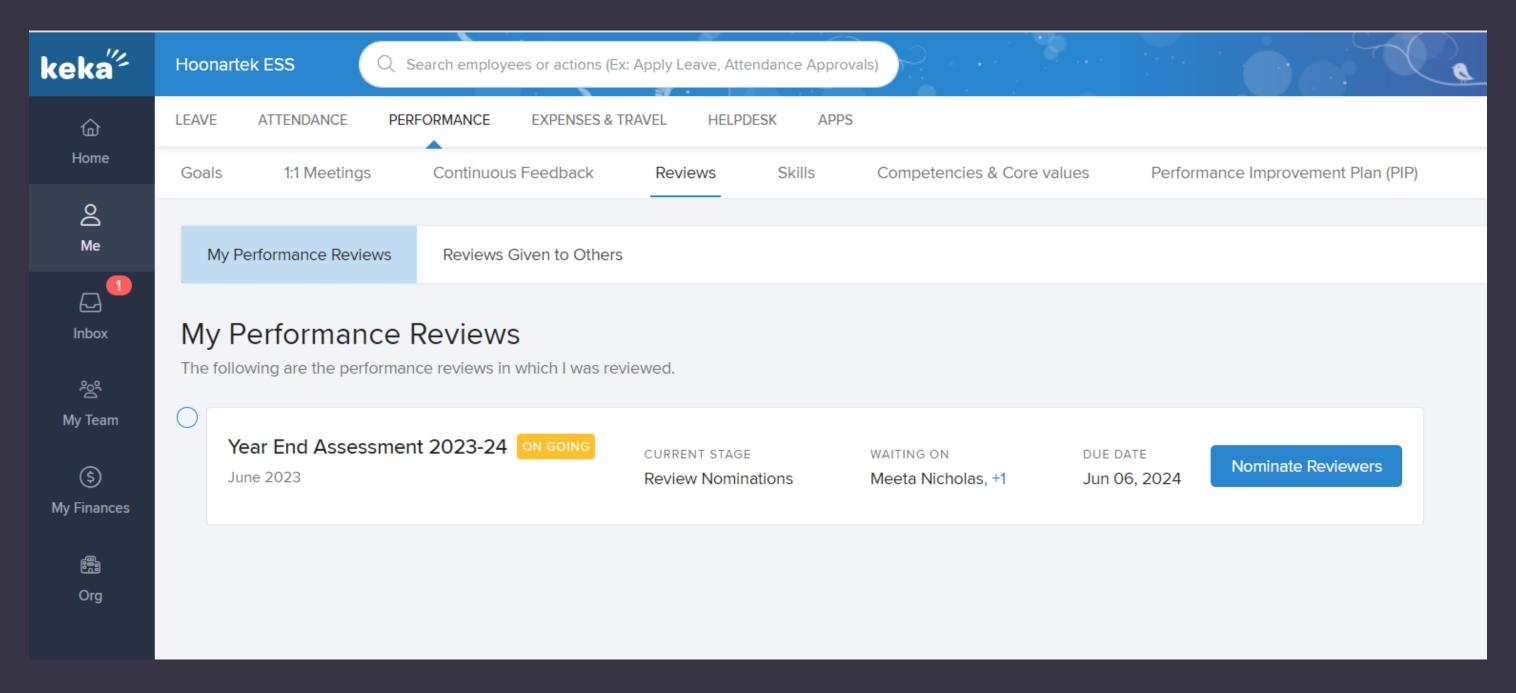
1 to 3 of 3

Competencies for Job Function - Cloud Data Platform (50%)

COMPETENCY NAME	DESCRIPTION	COMPETENCY TYPE	WEIGHTAGE	BEHAVIOURS
Cloud Data Platform	Not available	Job Specific	100%	25

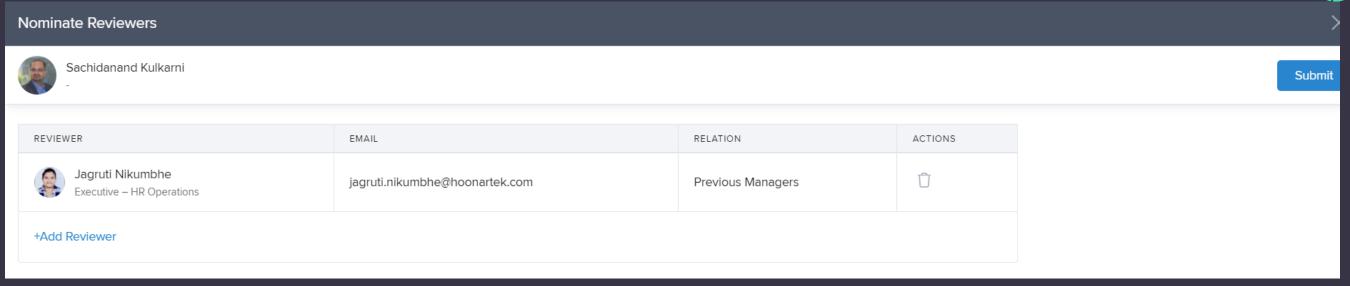
Step 1: Nominate Reviewers (Employee)

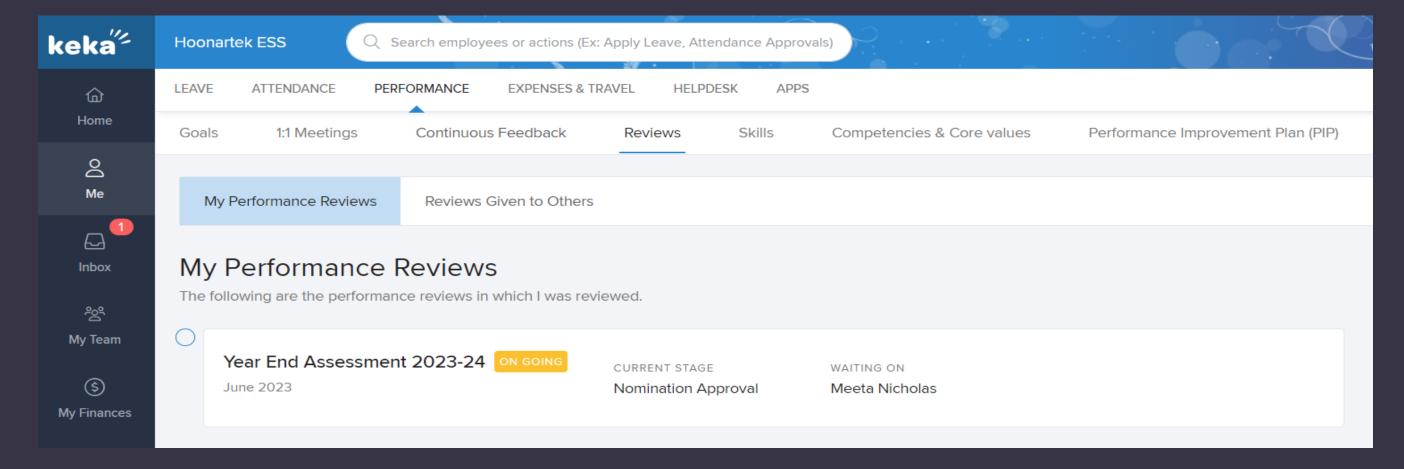




Step 1: Nominate Reviewers (Employee)

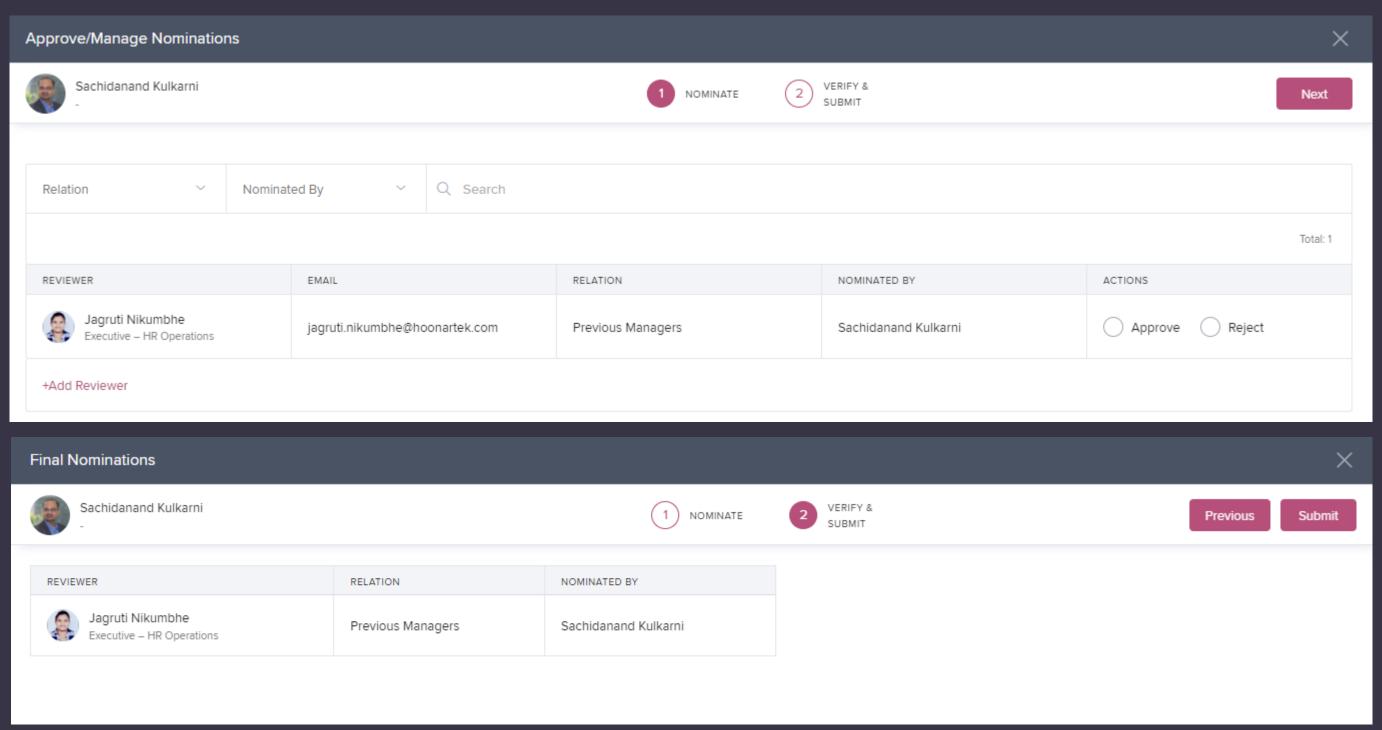






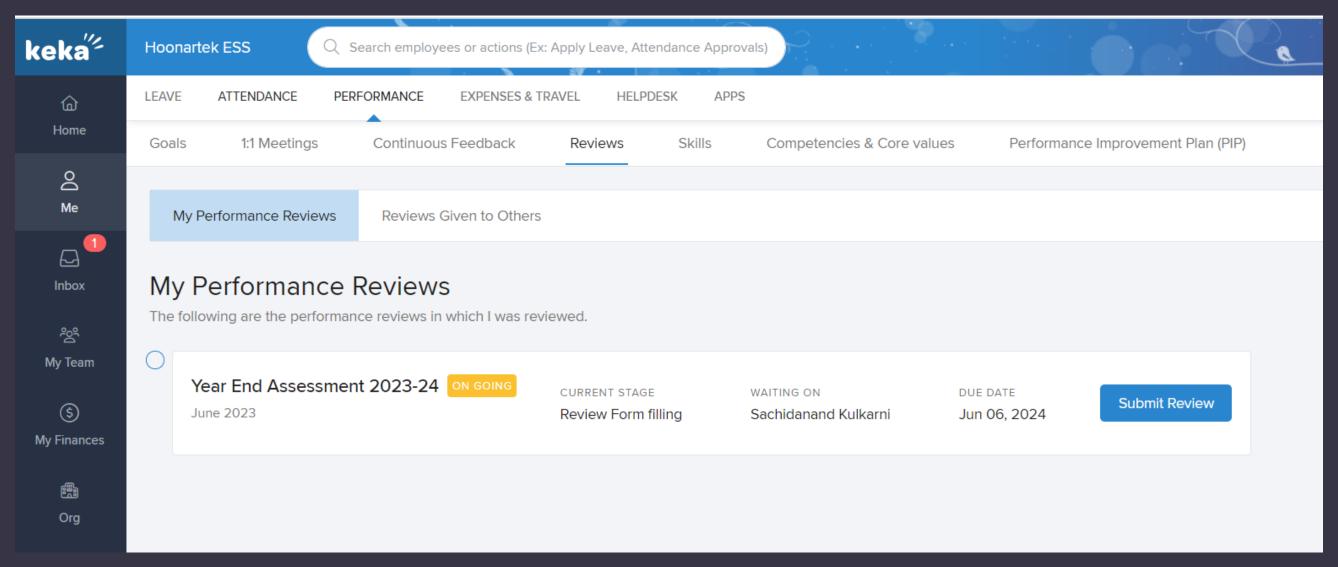
Step 2: Approve/Manage Nominations (Reporting Manager)





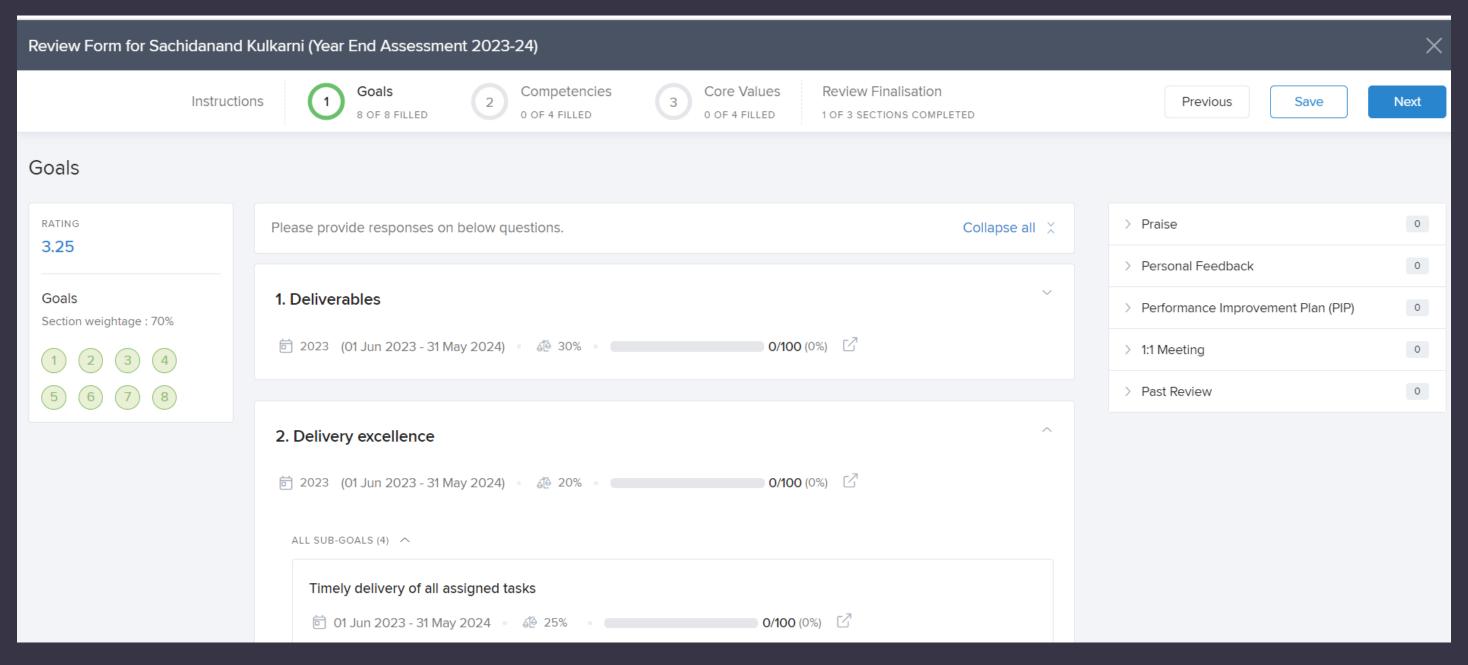
Step 3: Submit Review (Employee)





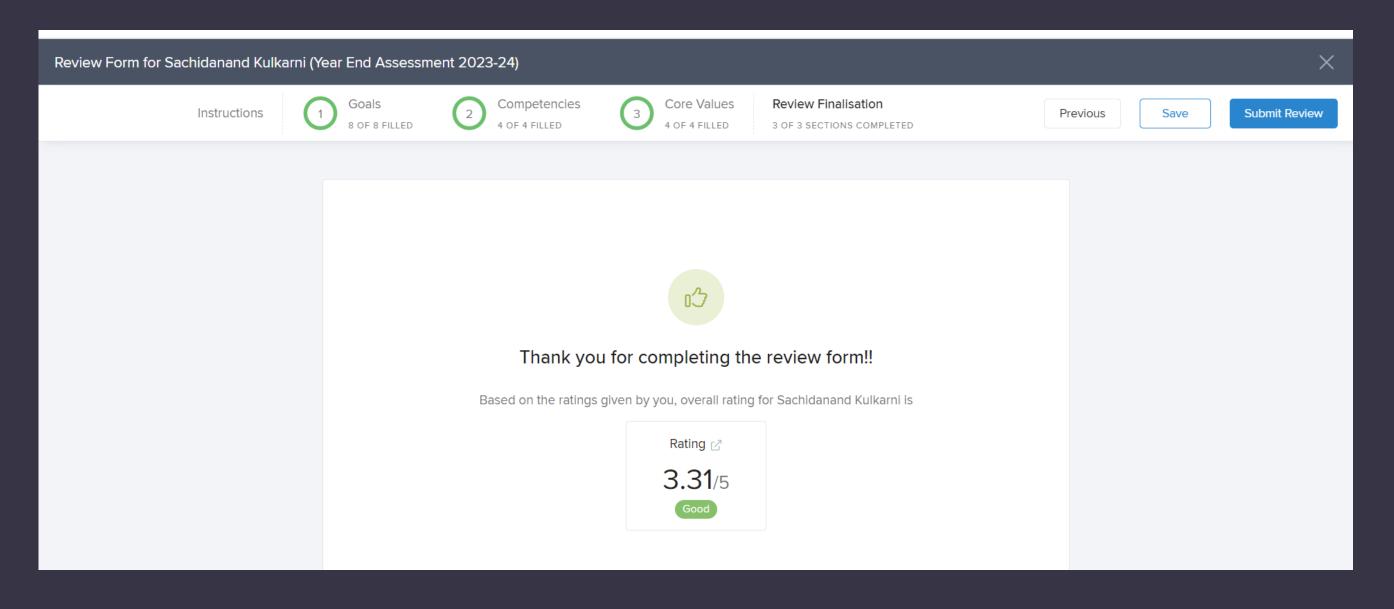
Step 3: Submit Review (Employee)





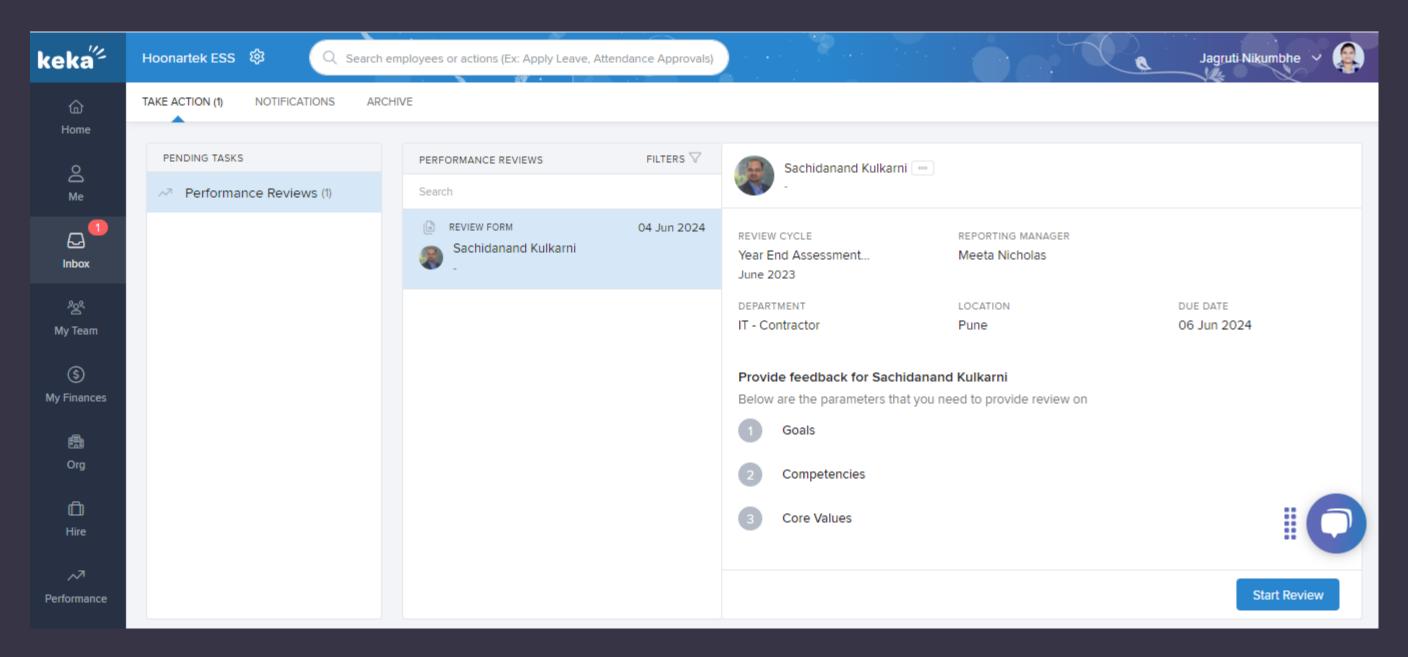
Step 3: Submit Review (Employee)





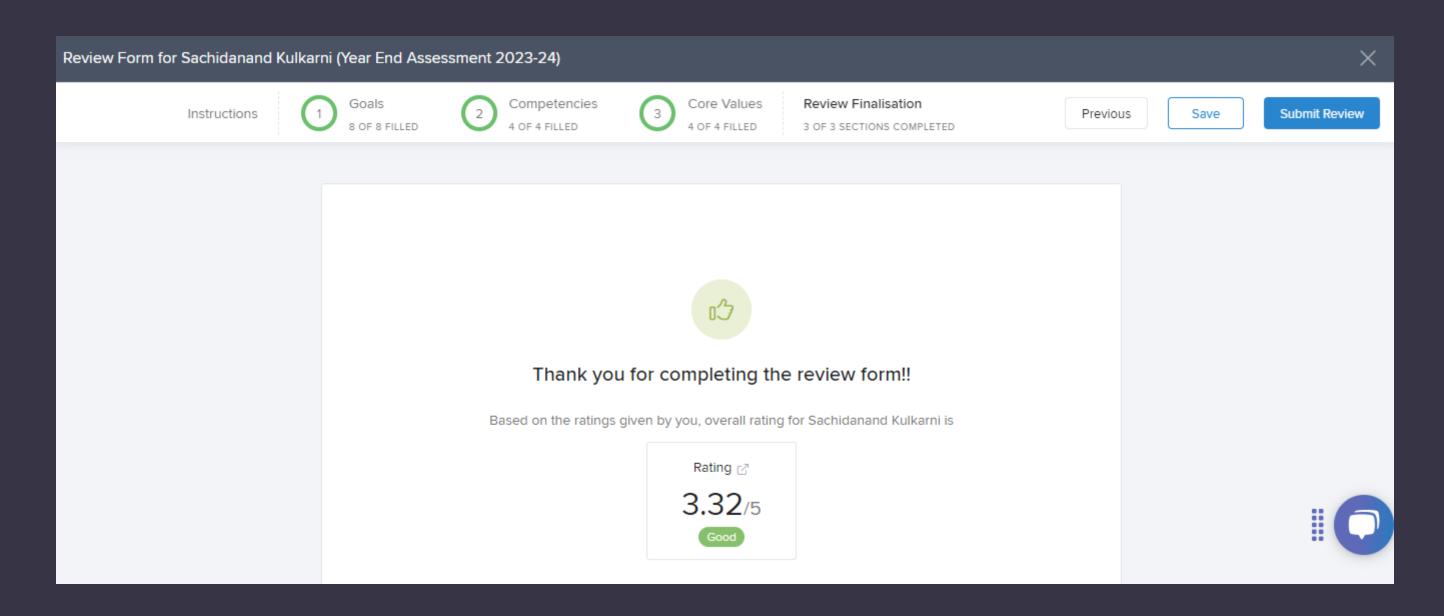
Step 4: Submit Review (Previous Manager)





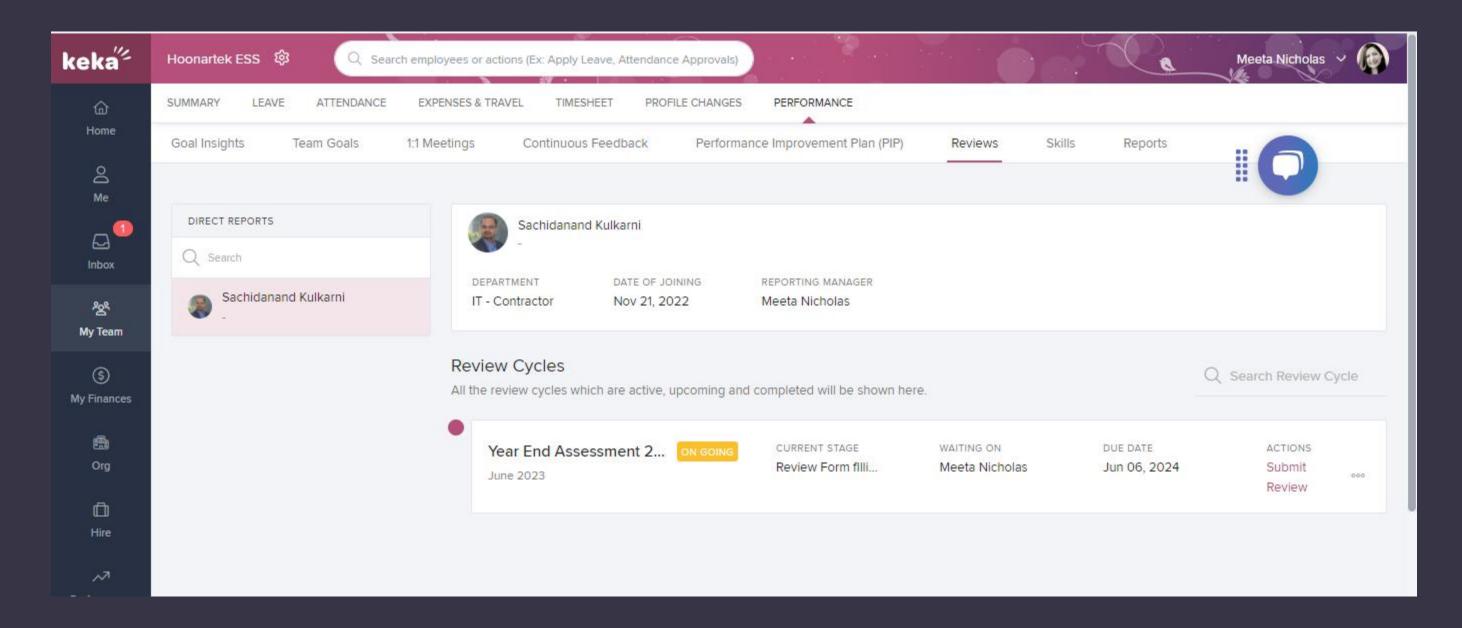
Step 4: Submit Review (Previous Manager)





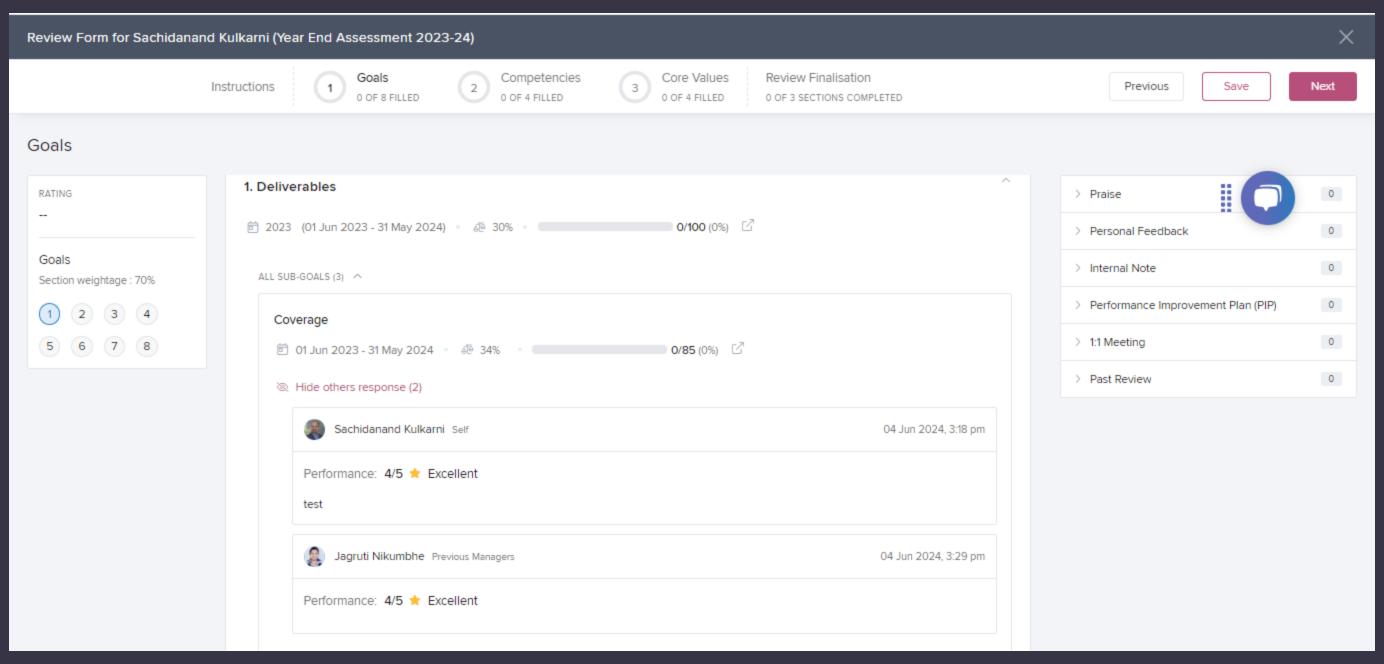
Step 5: Submit Review (Current Manager)





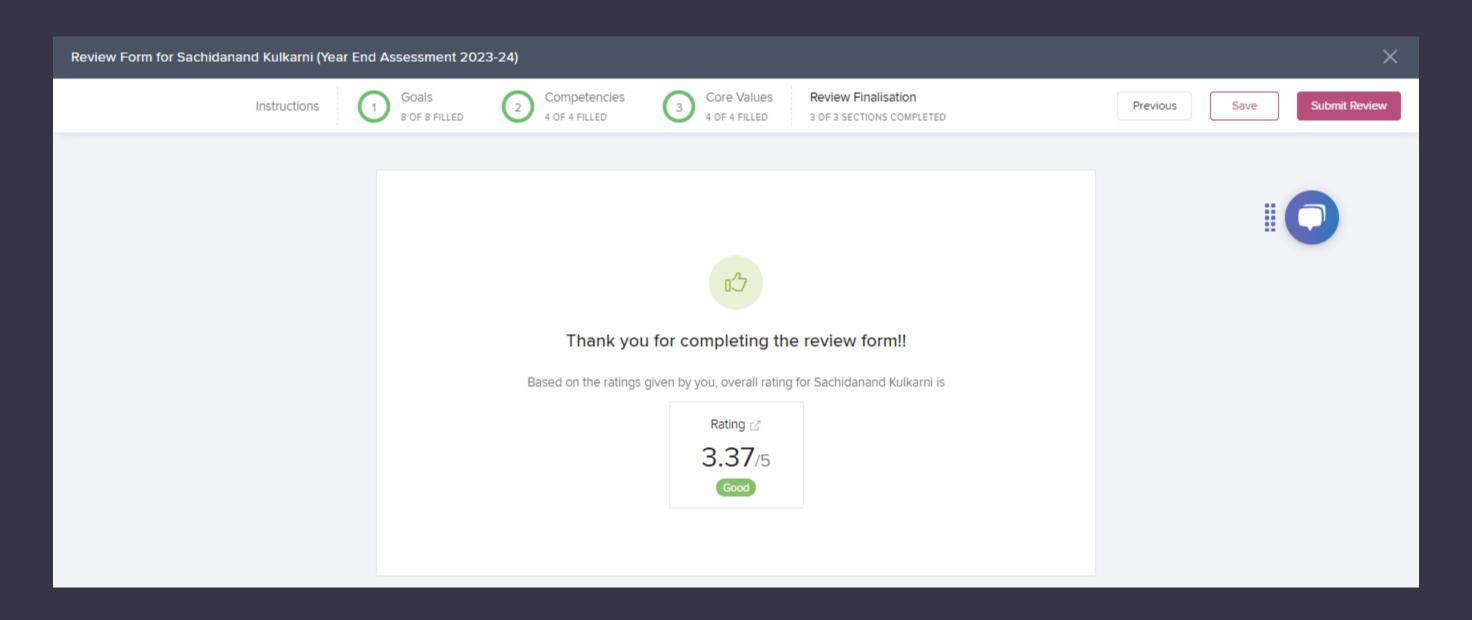
Step 5: Submit Review (Current Manager)





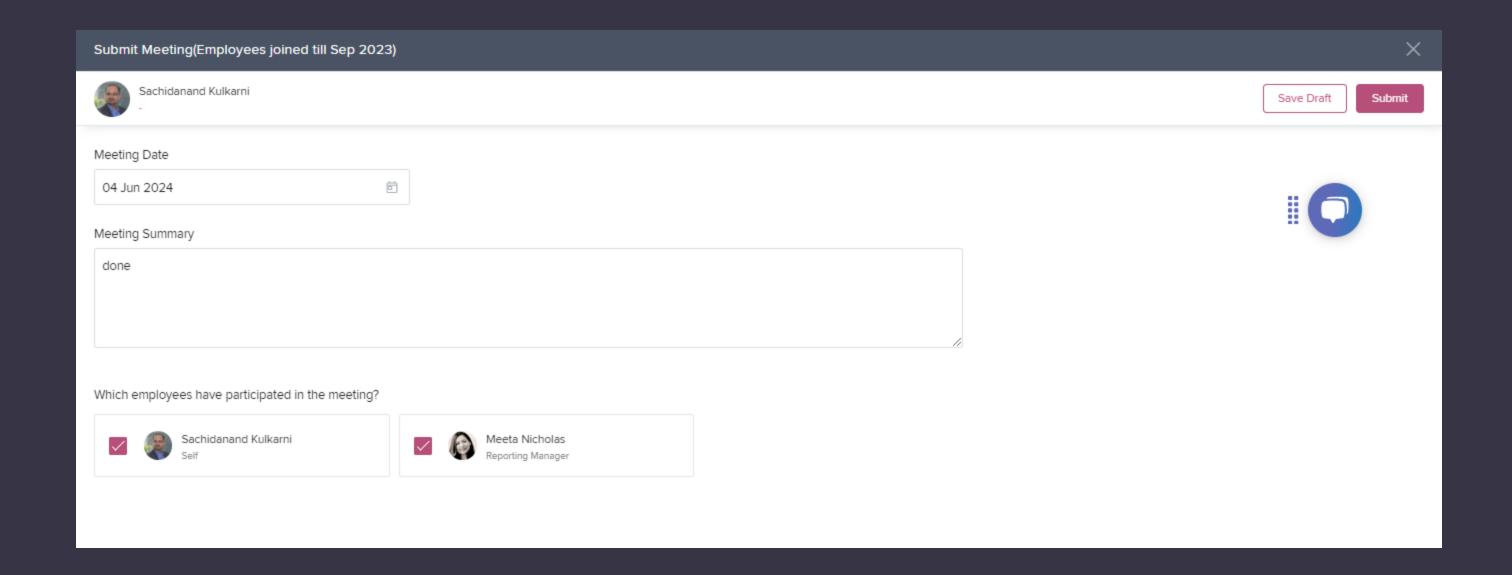
Step 5: Submit Review (Current Manager)





Step 6: Submit Meeting Summary (Current Manager)





Step 7: Calibration & Release of Review Form (HR)



Calibration – After Manager rating, in Calibration BU Head ratings will be added in Keka which will be the final rating of employee.

Post Calibration, HR will release the review form, employee will be able to see the ratings submitted by nominated Reviewers, Reporting Manager and BU Head



Q & A



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