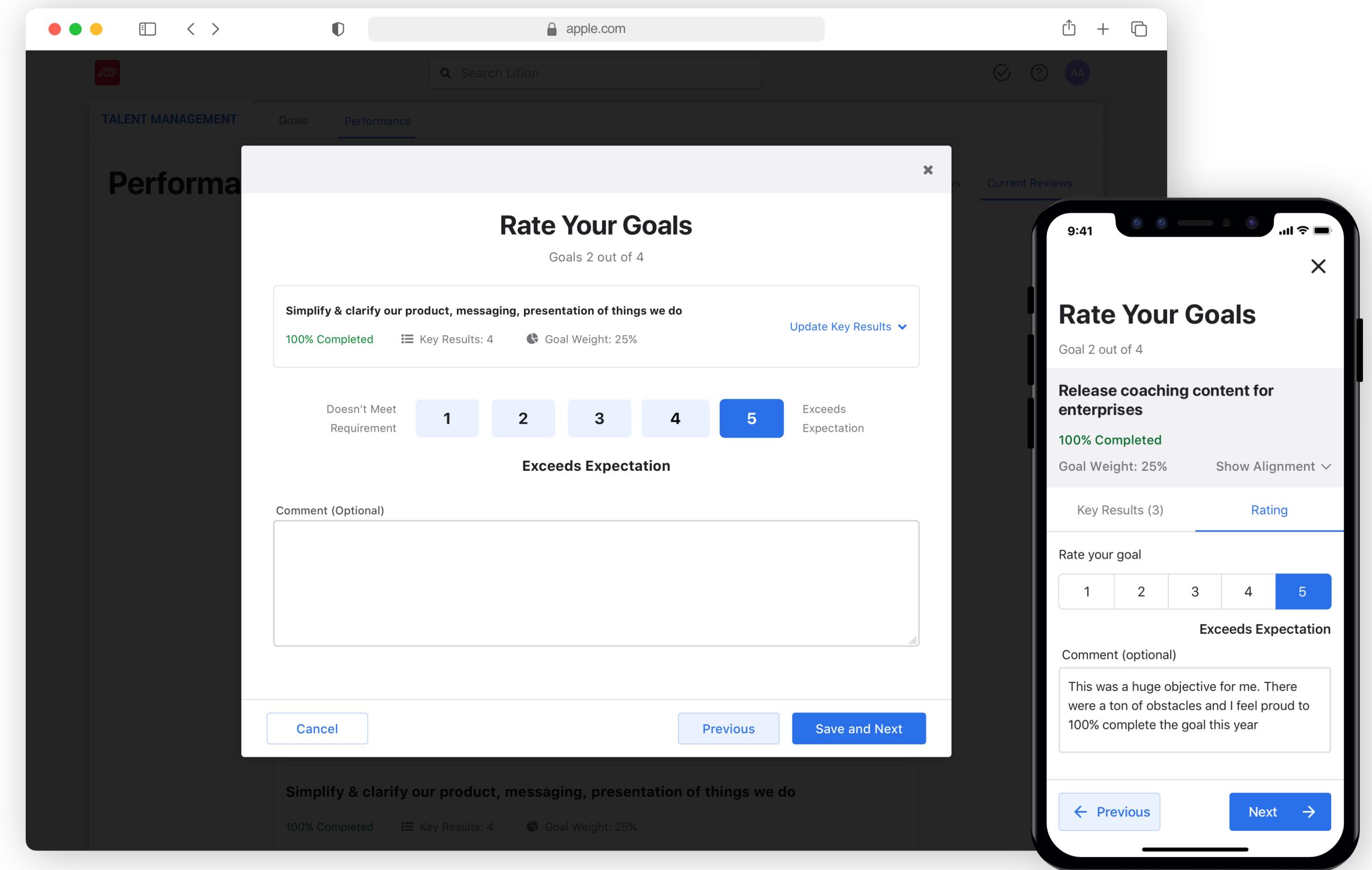


# Rating Experience

Refined the rating experience in Performance Evaluation which helps users to better communicate their needs.

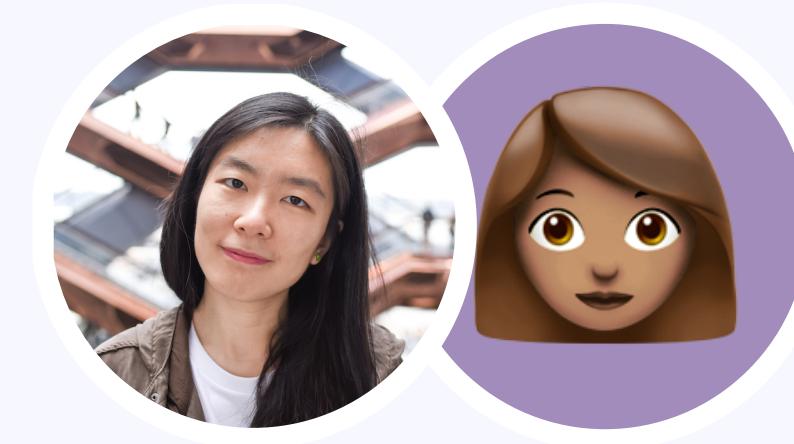




I'm designing at Lifion on the Talent squad

Building the next generation HCM platform that  
**helps organizations and people grow**

# My Team My Role



Product Designer



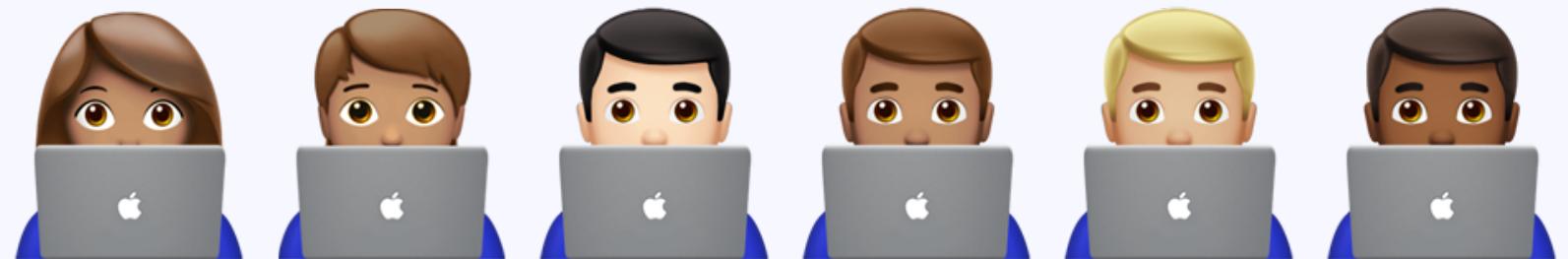
Product Owner



UX Researcher



Design System Designers

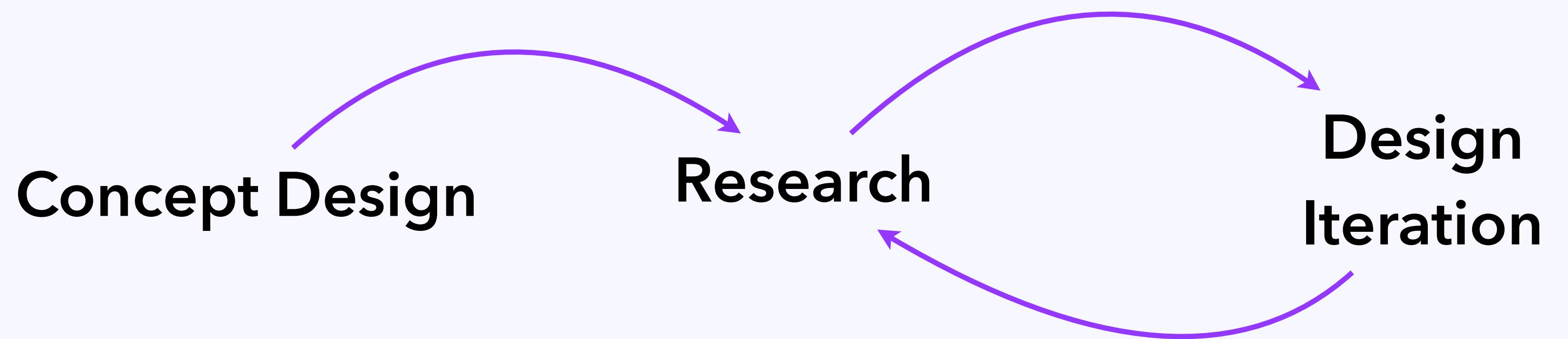


Lifion Developers

**Beacon**

our design system

# **Problem Solving Process**



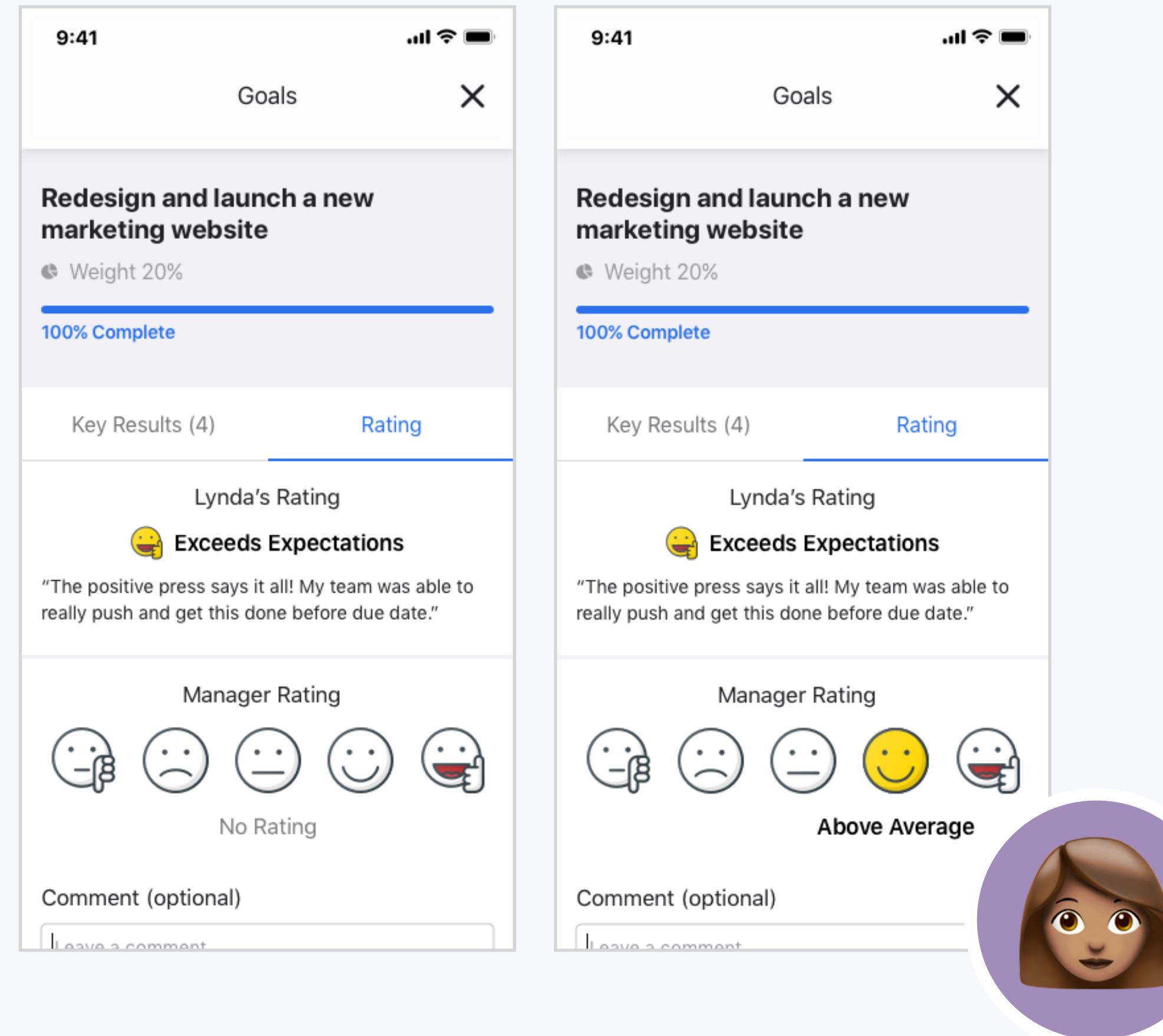
**How might we make the performance evaluation  
experience **delightful** and **innovative**?**

# Concept Design

## First Testing

Tested with 5 managers

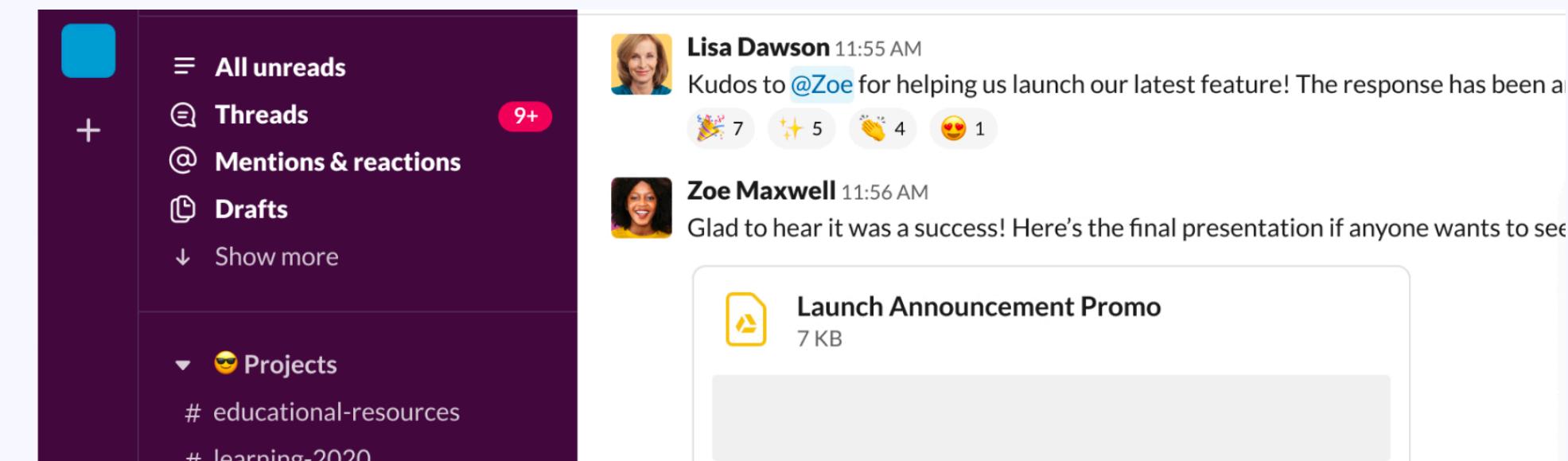
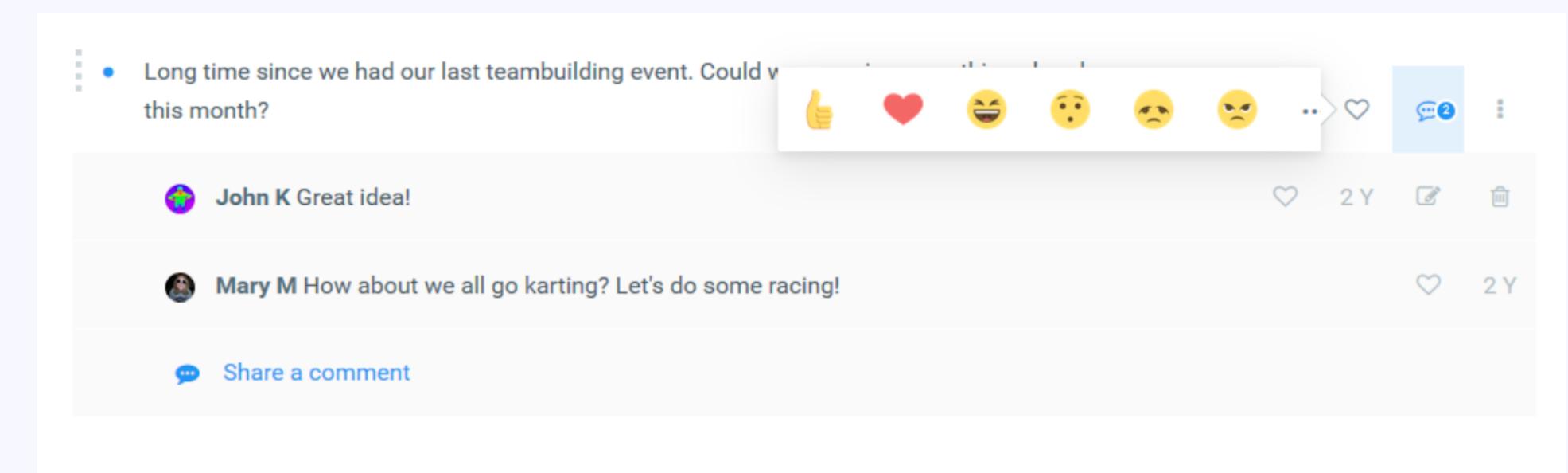
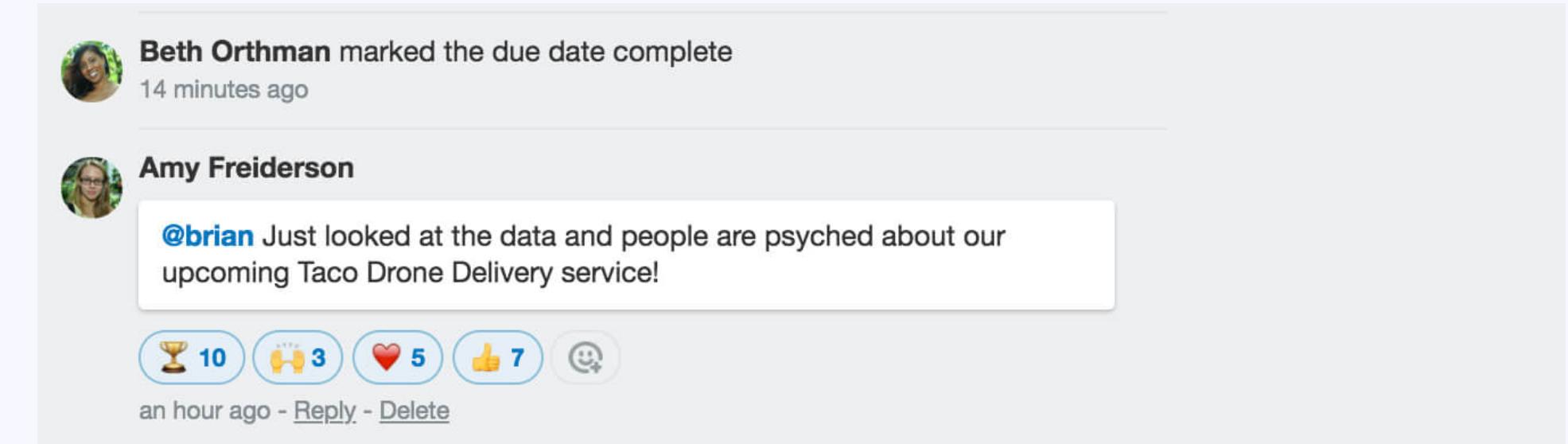
Different managers interpreted the same emoji in different ways



# My Research

**67%** employees  
use emojis at work

**61%** managers  
approve of emoji use in  
the workplace



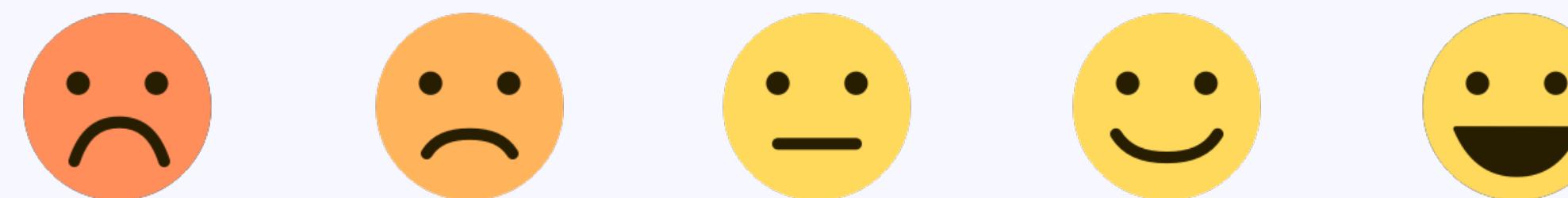
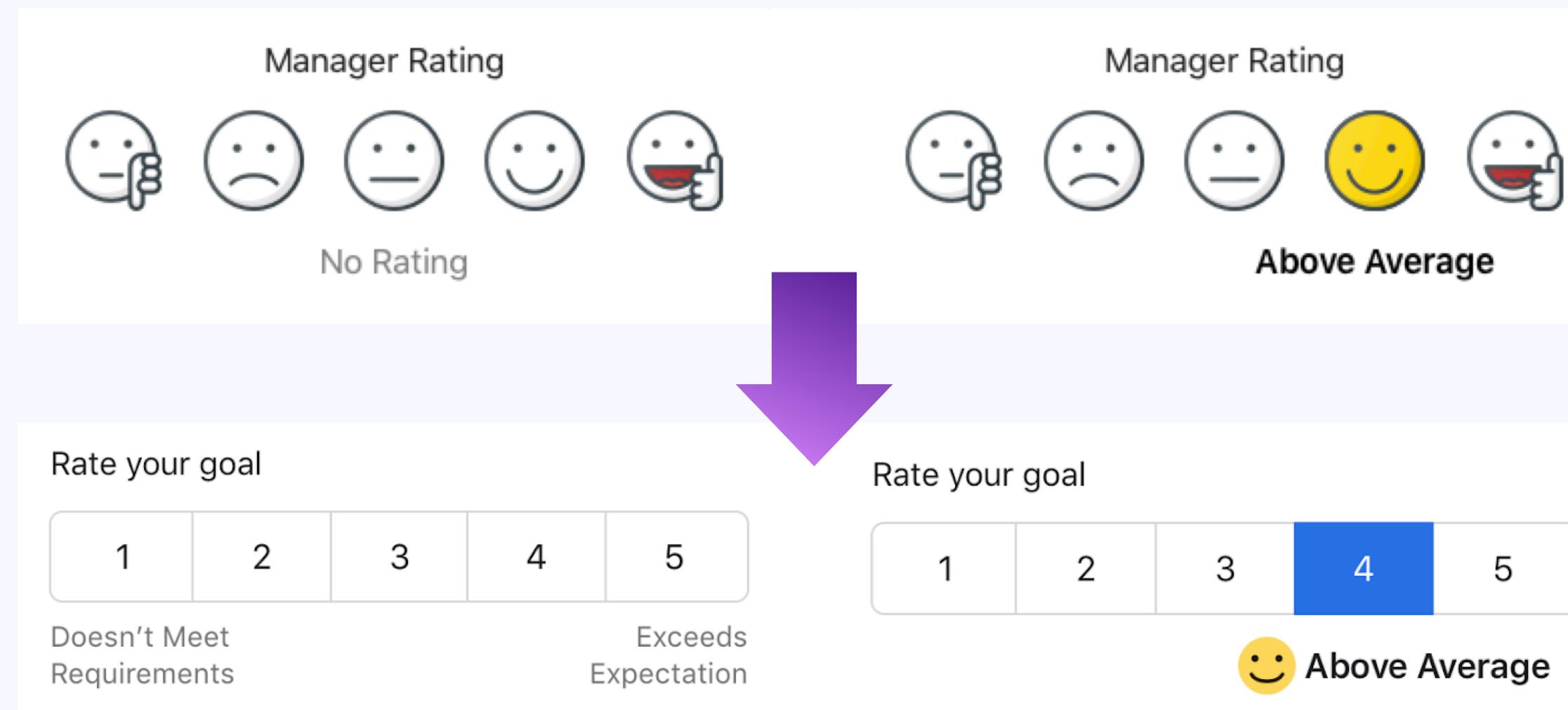
# My Iteration

## MY ASSUMPTION

Emoji is the right direction if I can eliminate misunderstanding

## ITERATION

1. Combined number scale and emoji
2. Adjusted the visual design → more universal & professional

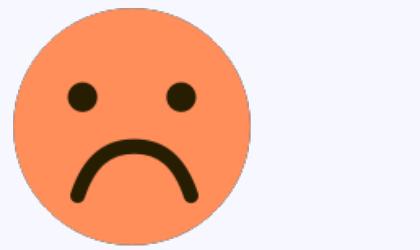


## Second Testing

Tested with 5 employees

None liked the negative emojis

“when I rated myself low, I **have a reason** why I didn’t meet the requirement...”



## Further Understood User Needs

Conducted a survey with 20 managers and 20 employees on UserZoom

1. Understand users' **fundamental needs** during performance evaluation
2. Look for visuals/phrases that **represent user sentiments better**

# Survey Findings

Using emojis in performance rating **doesn't help users to communicate their needs**, especially in low score situation

## MANAGERS

### High score

Give recognition

### Low score

Understand context

Provide support

## EMPLOYEES

### High score

Be recognized/rewarded

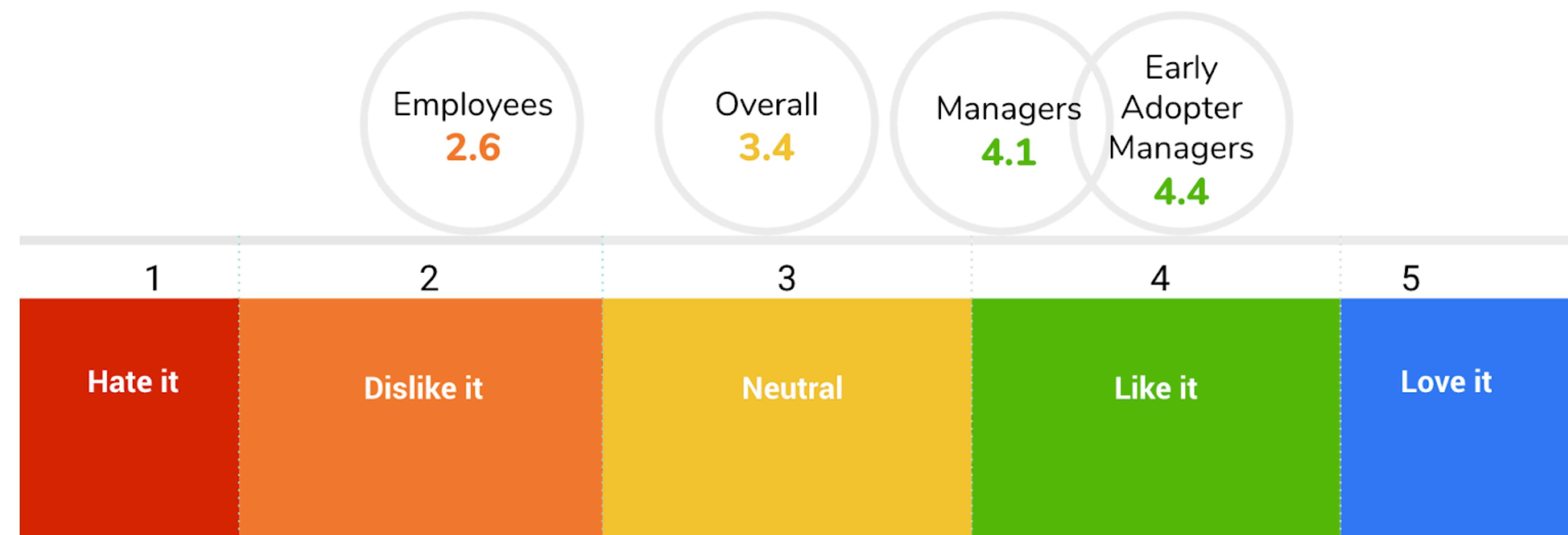
### Low score

Explain why

Show potential

# Survey Findings

User sentiments about using visuals in performance ratings



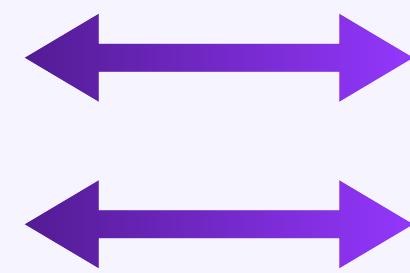
# Summary

Emoji at workplace

Instant messaging  
Informal feedback

Emoji in performance evaluation

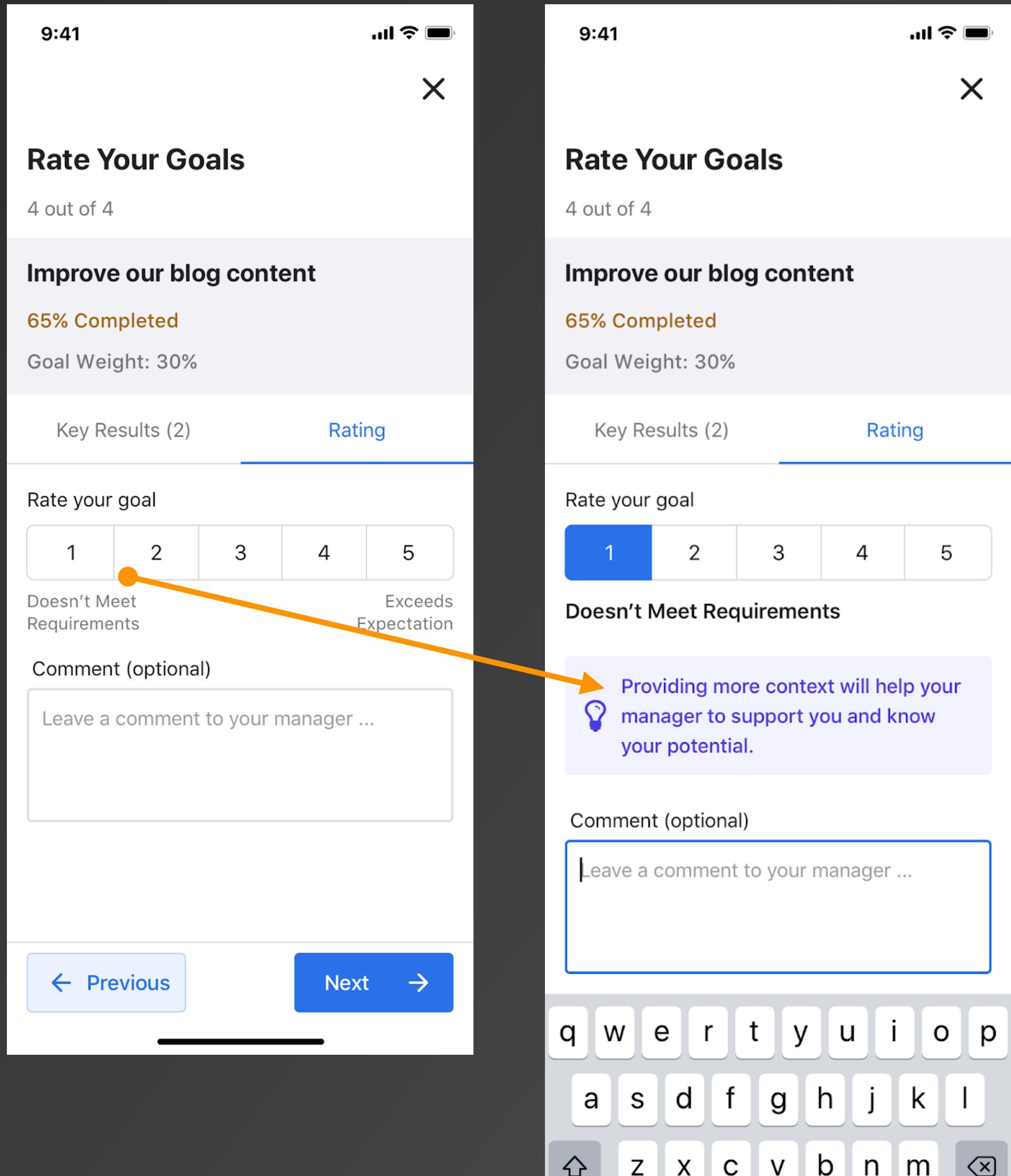
Documented as a record  
Formal evaluation



will impact pay and promotion

# Design Improvements

Prompt user to leave a comment when rating is below average



# Design Improvements

High five moment for employees whose overall rating is above average

Notifications

- Your time off request has been approved! 2m
- Manager evaluation is available and your acknowledgement is required.
- Chris left a comment on your Weekly Check-In 15h
- Your time off request has been approved! 6d
- You've been paid! 2mo
- Chris left a comment on your Weekly Check-In 1y

Awesome!  
You did great job this year.

Overall Self Rating  
4 - Above Average

Overall Manager Rating  
5 - Exceeds Expectation

View Details

Performance Evaluation

Overall Self Rating  
4 - Above Average

Overall Manager Rating  
5 - Exceeds Expectation

Performance Goals

Increase marketing email subscriptions

100% Completed | Goal Weight: 25%

4 - Above Average

Manager Rating  
5 - Exceeds Expectation

Release coaching content for enterprises

100% Completed | Goal Weight: 25%

5 - Exceeds Expectation

Manager Rating  
4 - Above Average

Simplify and clarify product messaging

100% Completed | Goal Weight: 20%

4 - Above Average

# Thank You!

That was the story of me understanding user needs deeply and  
reshaping the problem based on research insights

<http://xintongchen.github.io>