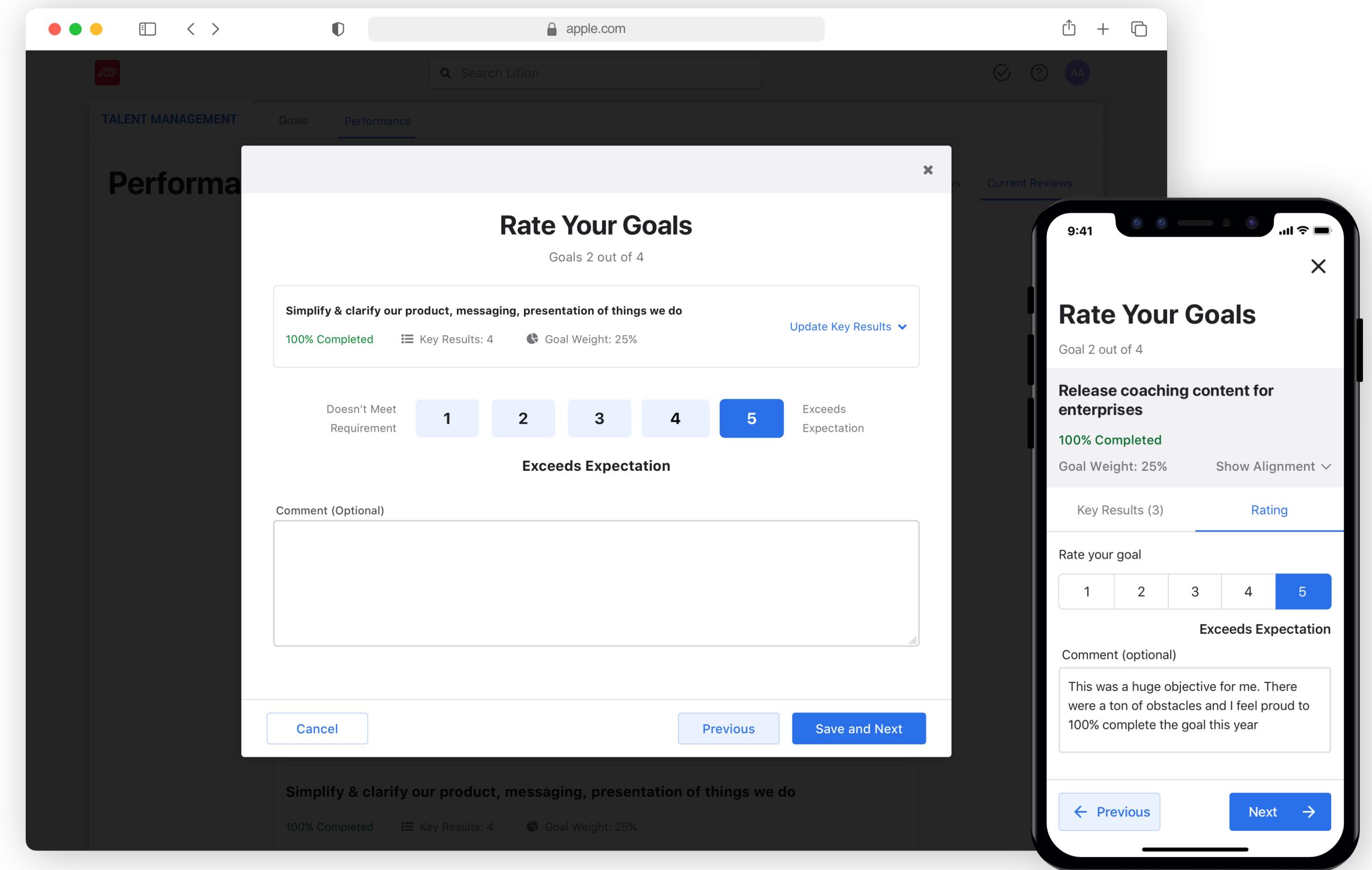


Rating Experience

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

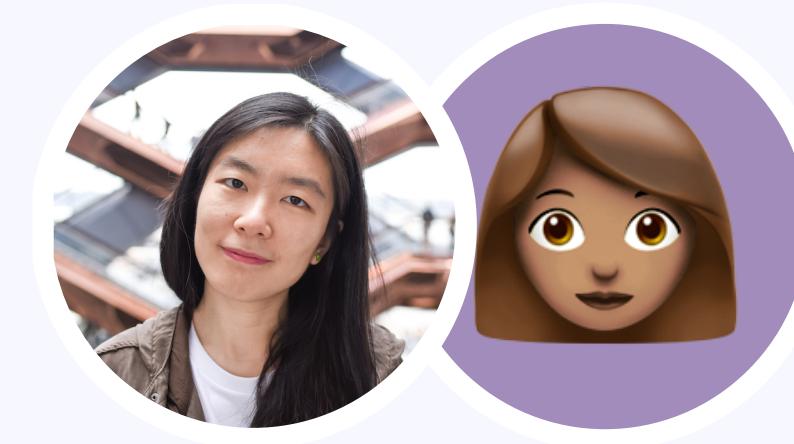




I'm designing at Lifion on the Talent Squad

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

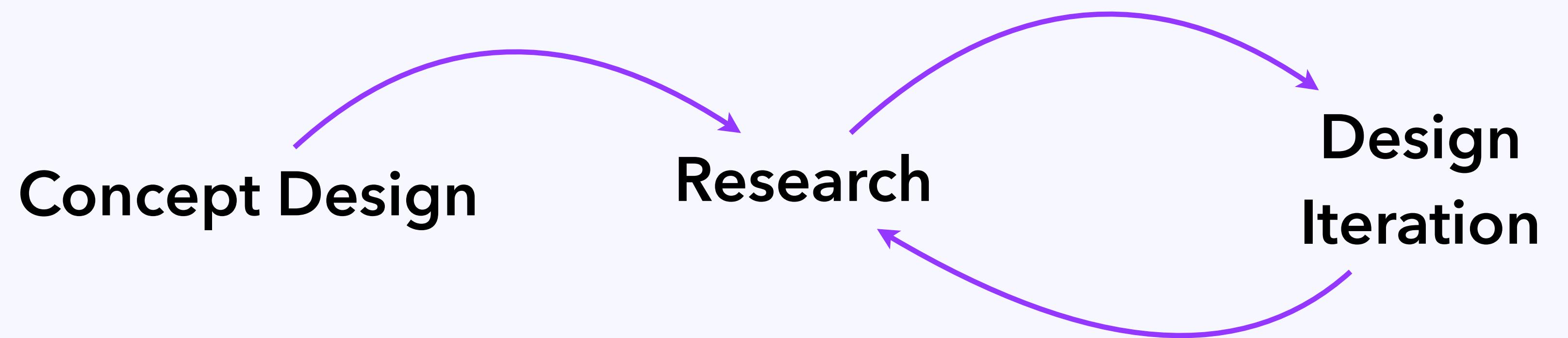


Lifion Developers

Beacon

our design system

Problem Solving Process

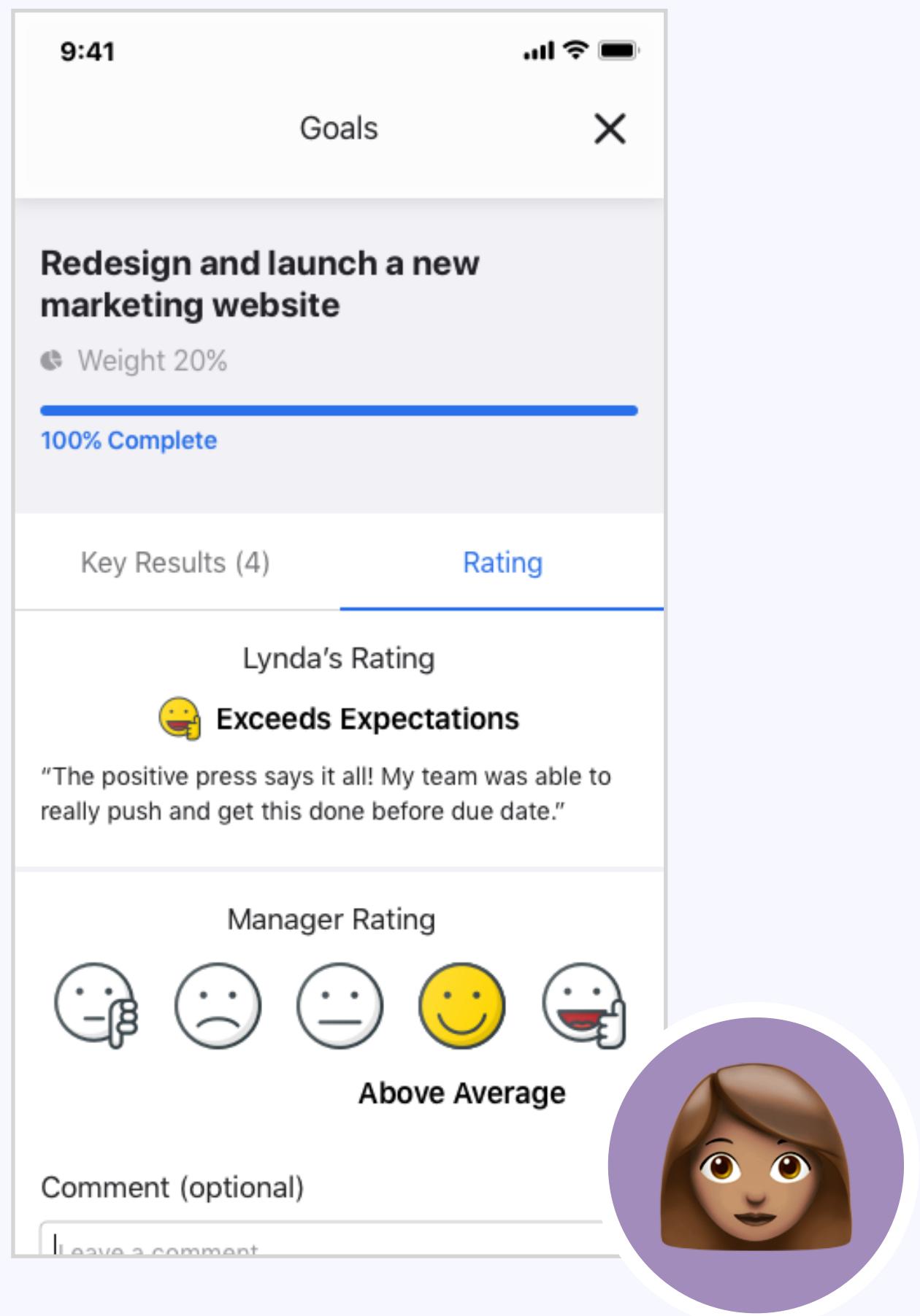
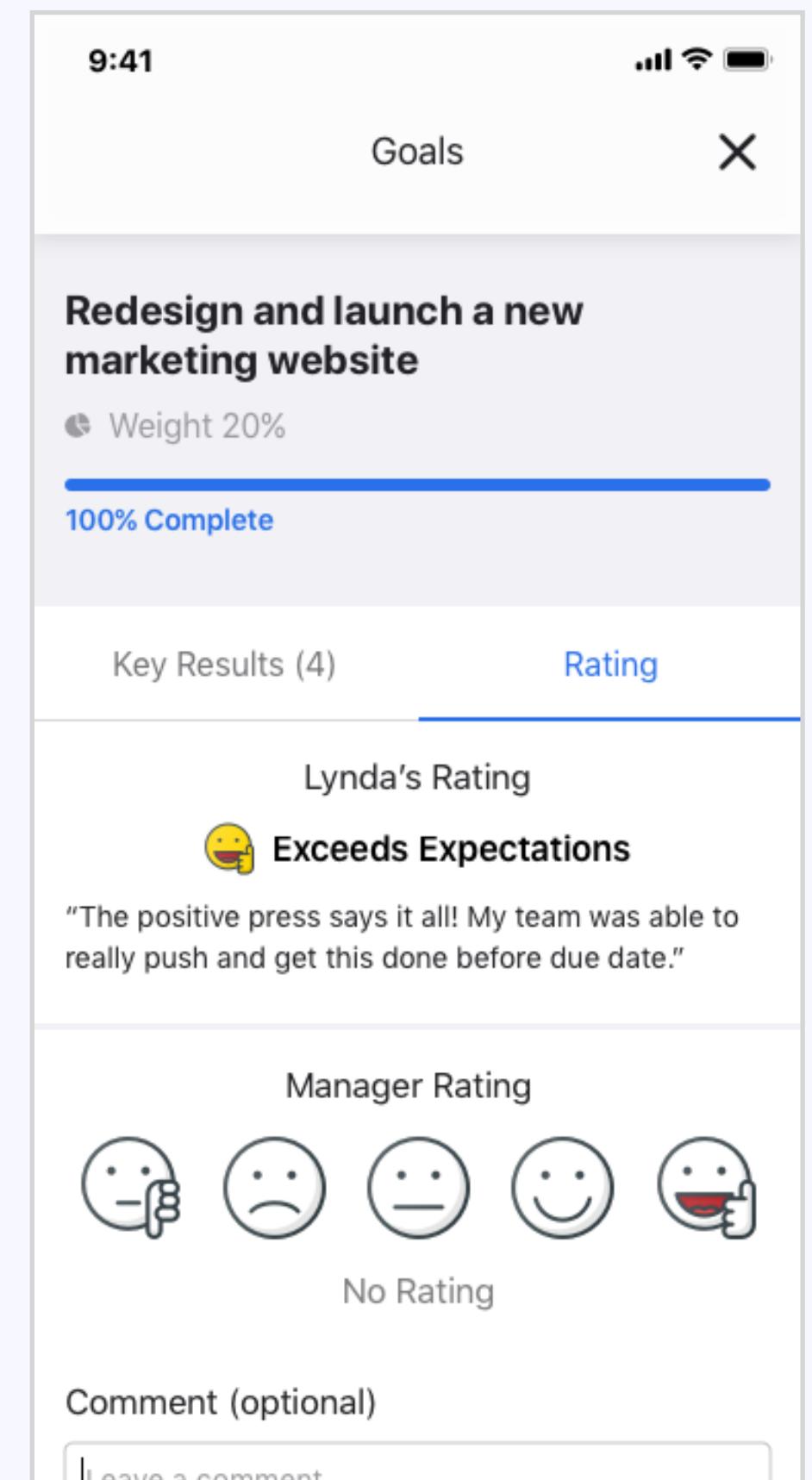


**How might we make the performance evaluation
experience **delightful** and **innovative**?**

Concept Design, First Testing

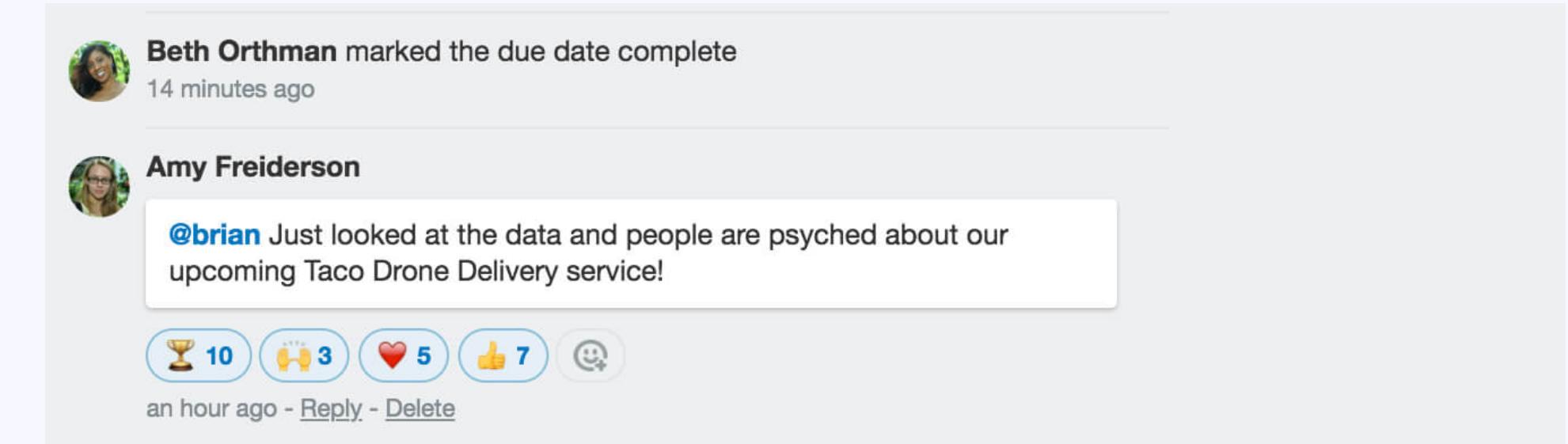
Tested with 5 managers

Different managers
interpreted the same emoji
in different ways

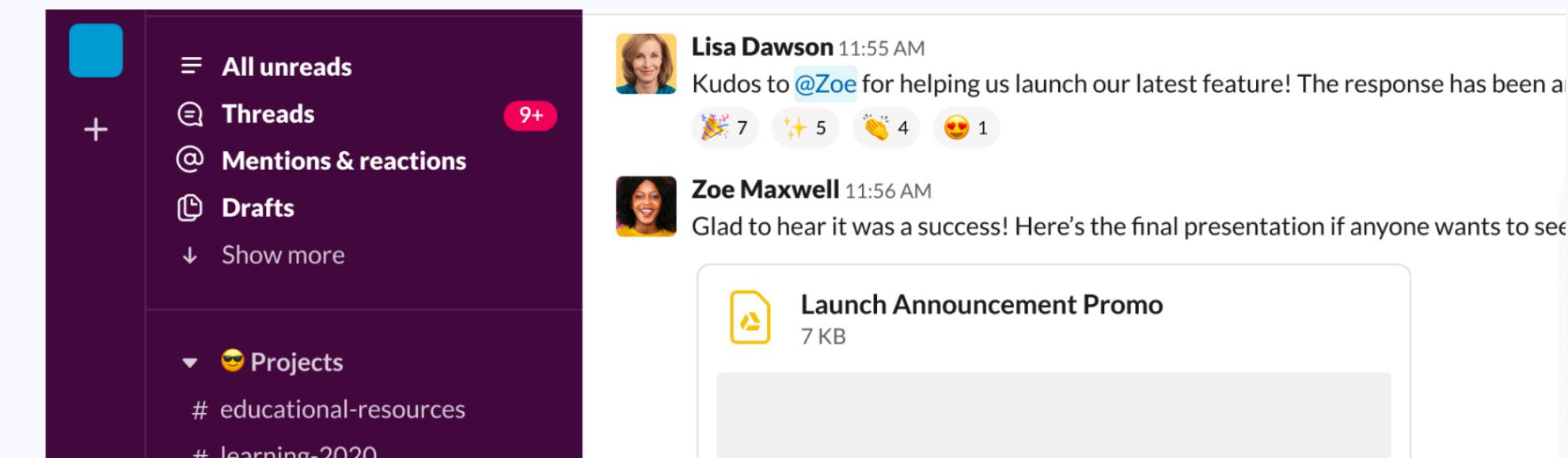
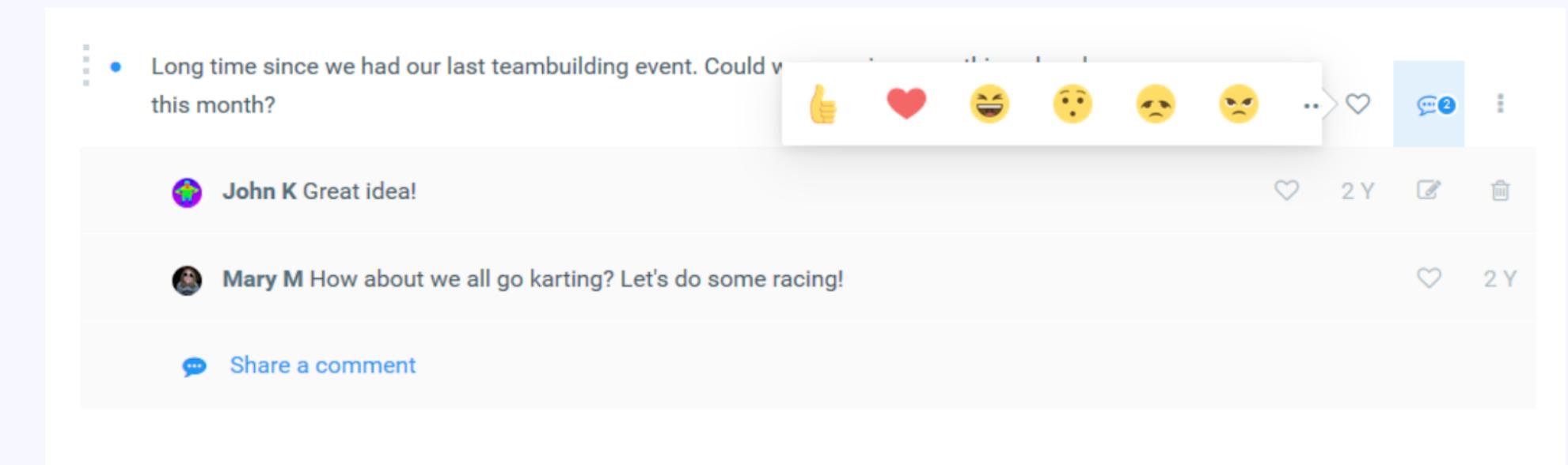


My Research

67% employees
use emojis at work



61% managers
approve of emoji use in
the workplace



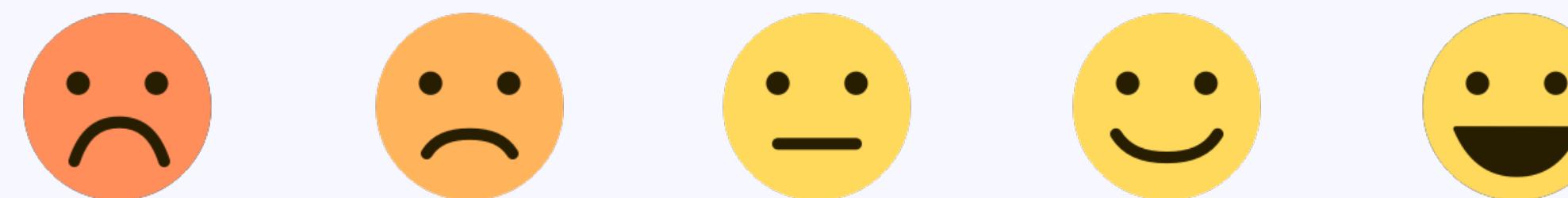
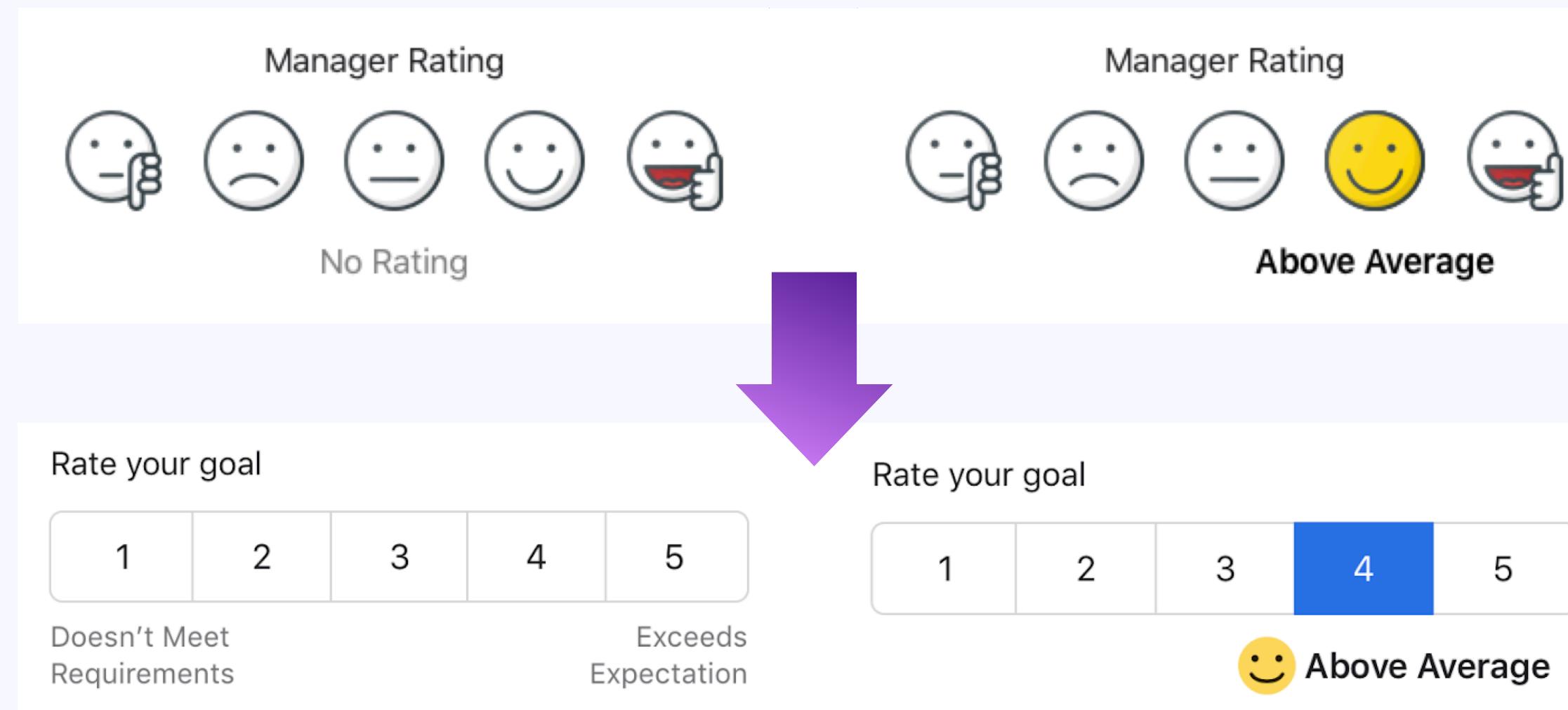
My Iteration

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

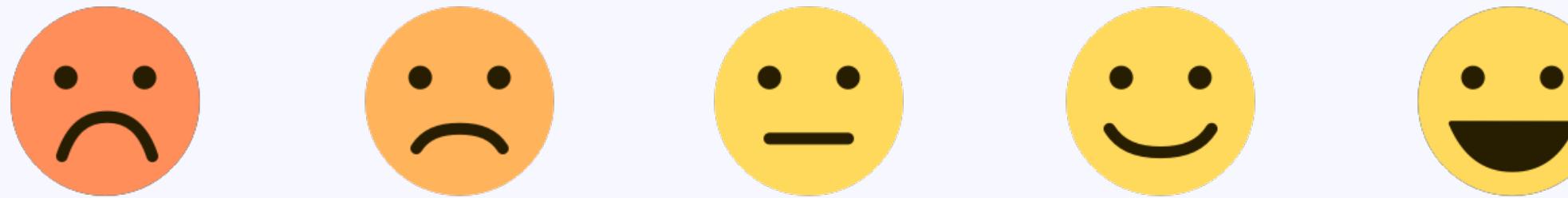


Second Testing

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

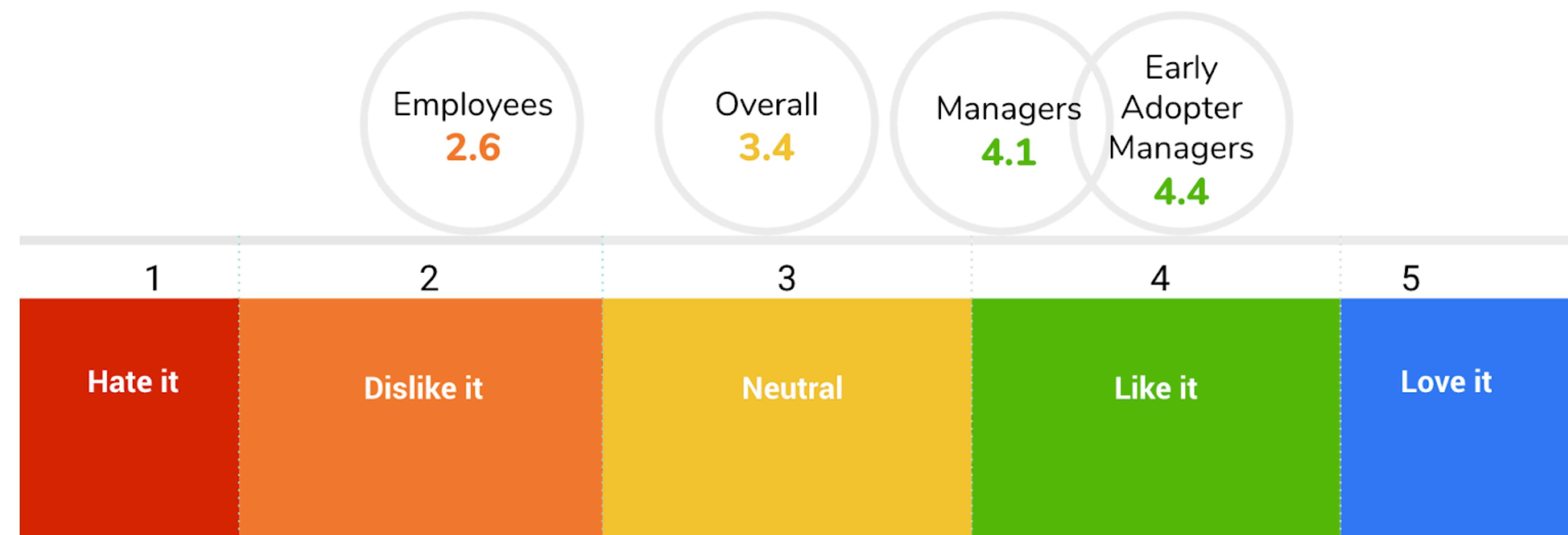
Low score

Explain why

Show potential

Survey Findings

User sentiments about using visuals in performance ratings



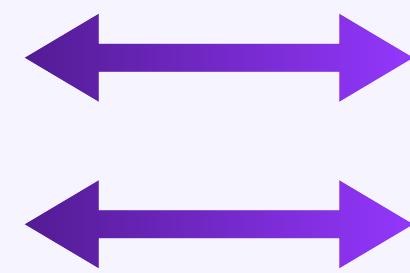
Summary

Emoji at workplace

Instant messaging
Informal feedback

Emoji in performance evaluation

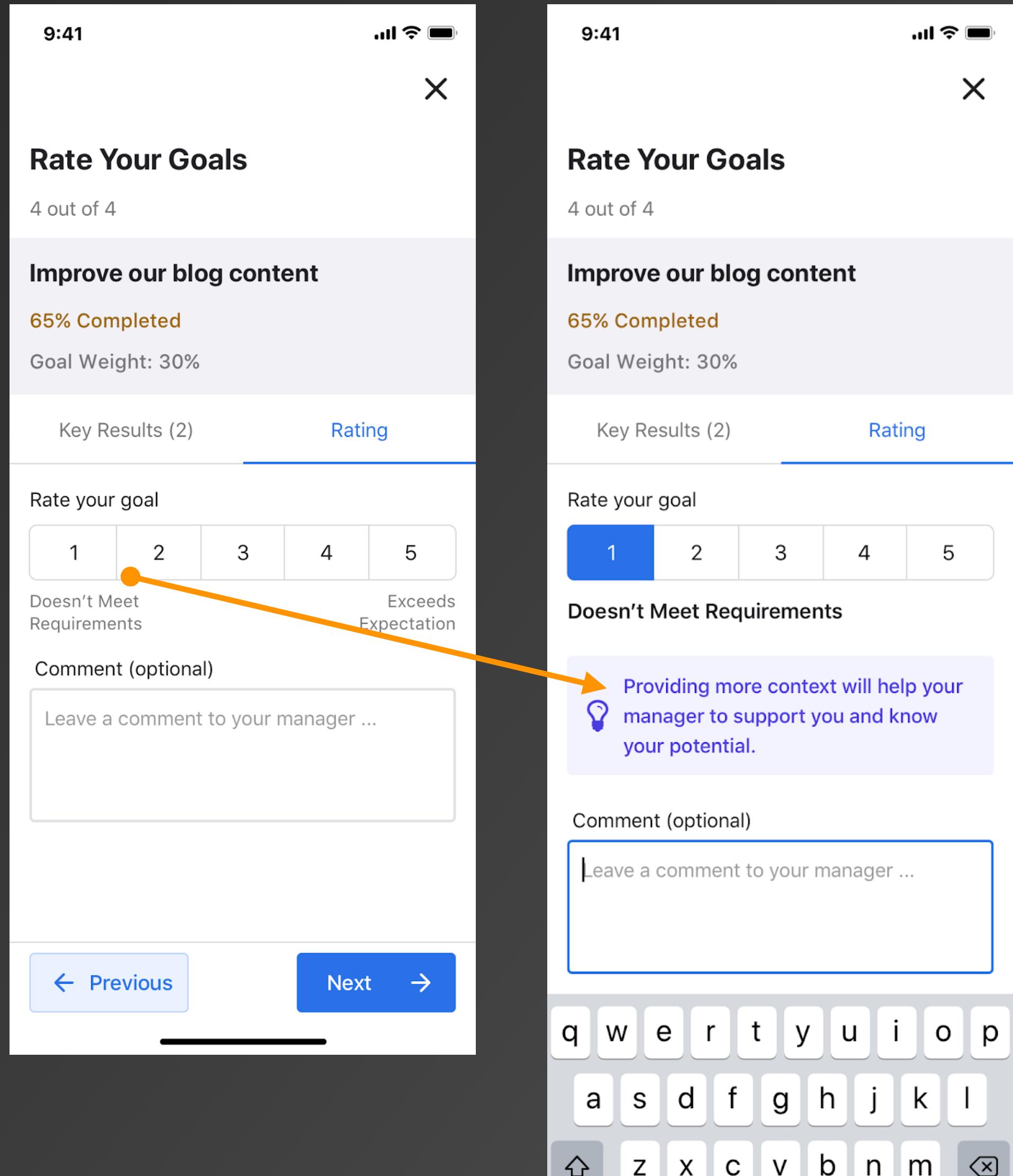
Documented as a record
Formal evaluation



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 my story of understanding user needs deeply and
reshaping the problem based on research insights

<http://xintongchen.github.io>