

Rating Experience

in Performance Evaluation

Rate Your Goals

Goals 2 out of 4

Simplify & clarify our product, messaging, presentation of things we do

100% Completed Key Results: 4 Goal Weight: 25%

Doesn't Meet Requirement 1 2 3 4 5 Exceeds Expectation

Comment (Optional)

Cancel Previous Save and Next

Simplify & clarify our product, messaging, presentation of things we do

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A separate mobile phone screen shows the same 'Rate Your Goals' interface, indicating the cross-device compatibility of the platform.

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 Designer



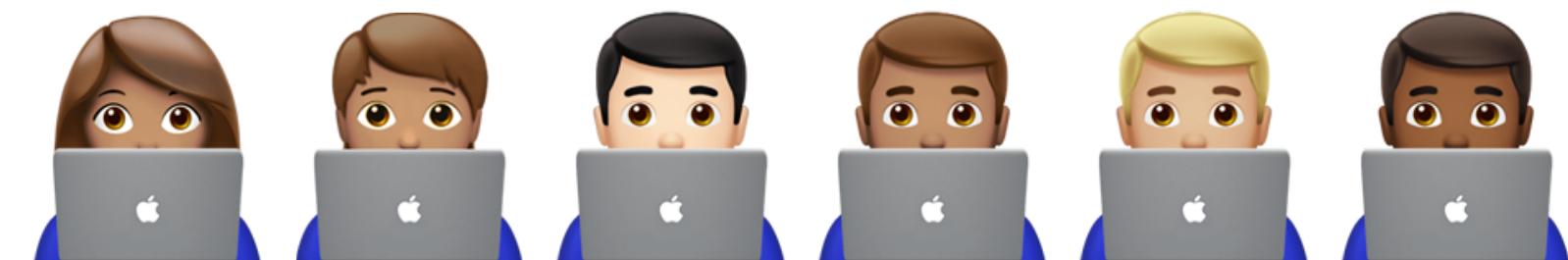
UX Researcher



Product Owner



Design System Designers



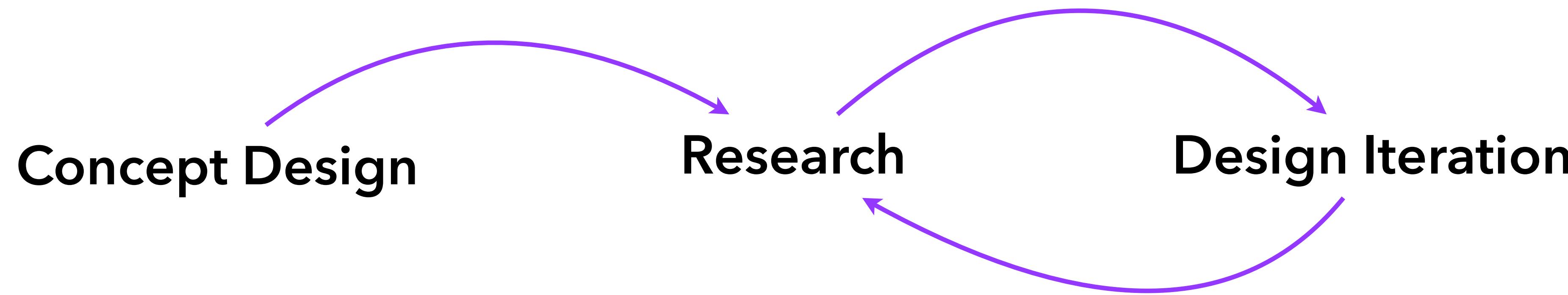
Lifion Developers



Beacon

our design system

Problem Solving Process



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

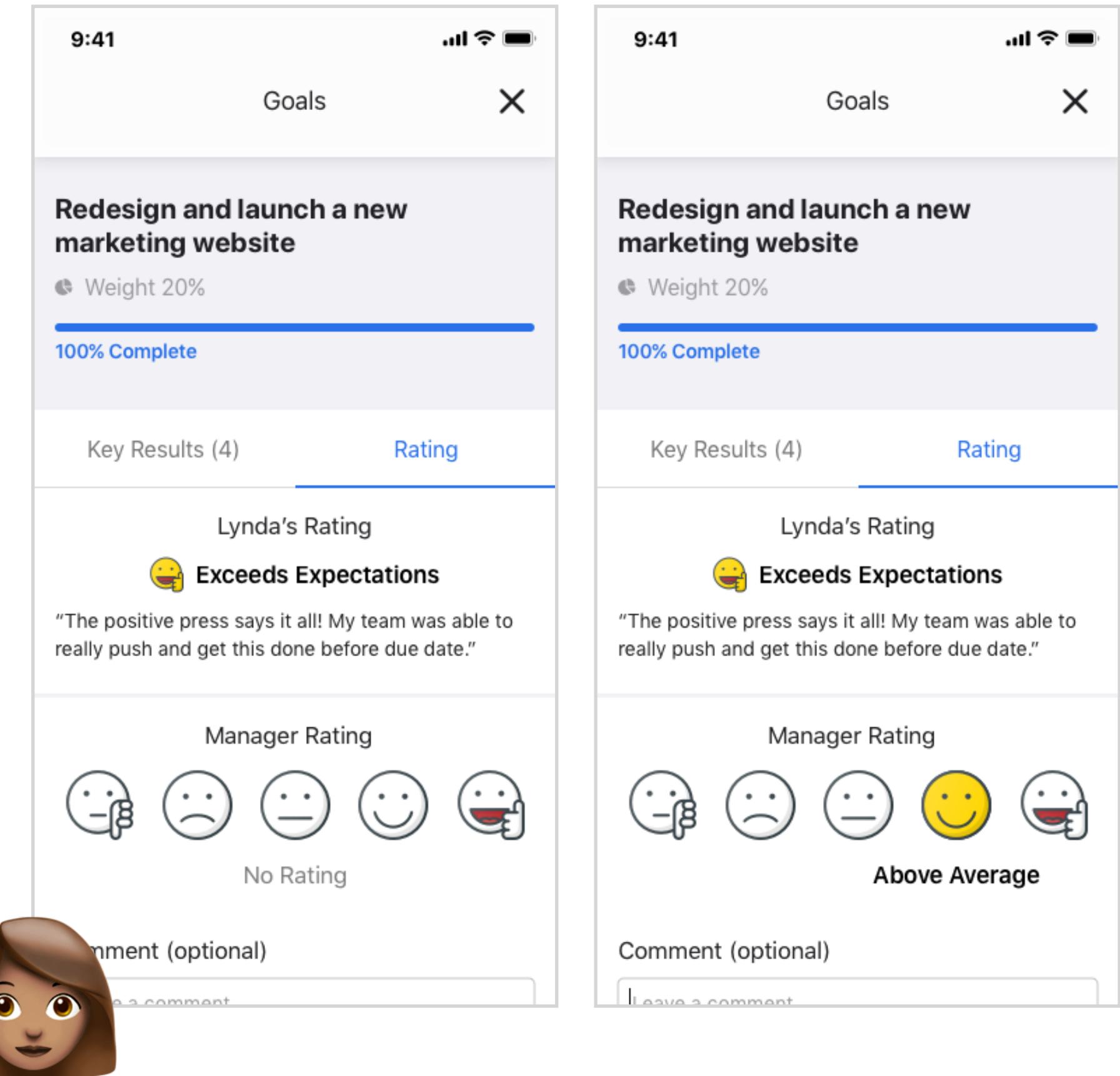
Concept Design, First Testing

Tested with 5 managers

3/5 Managers liked the concept



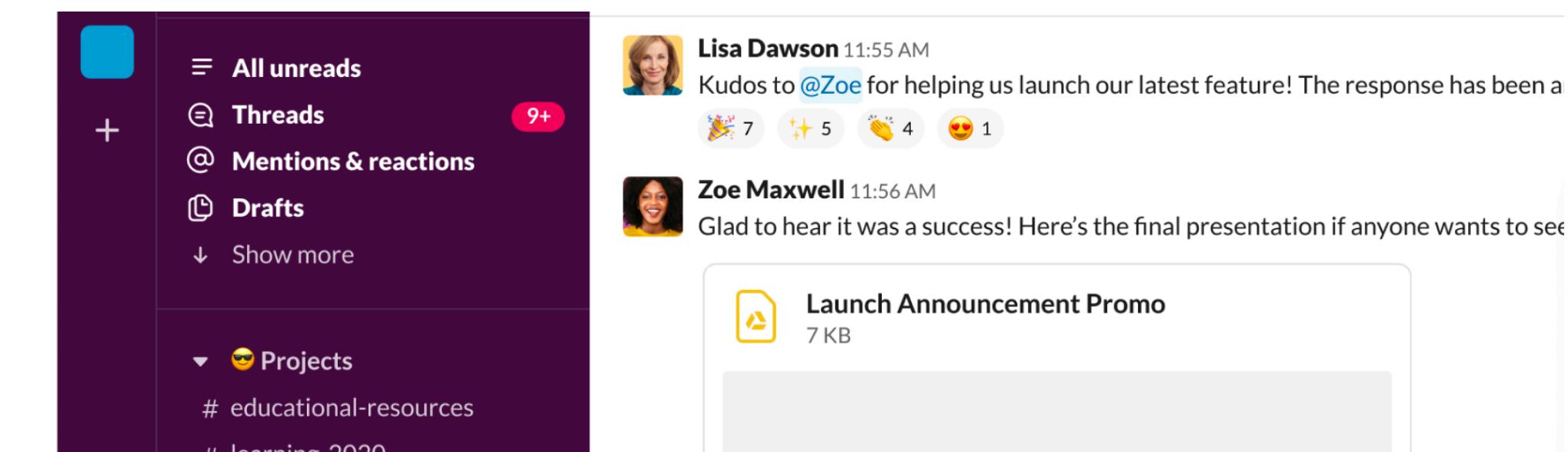
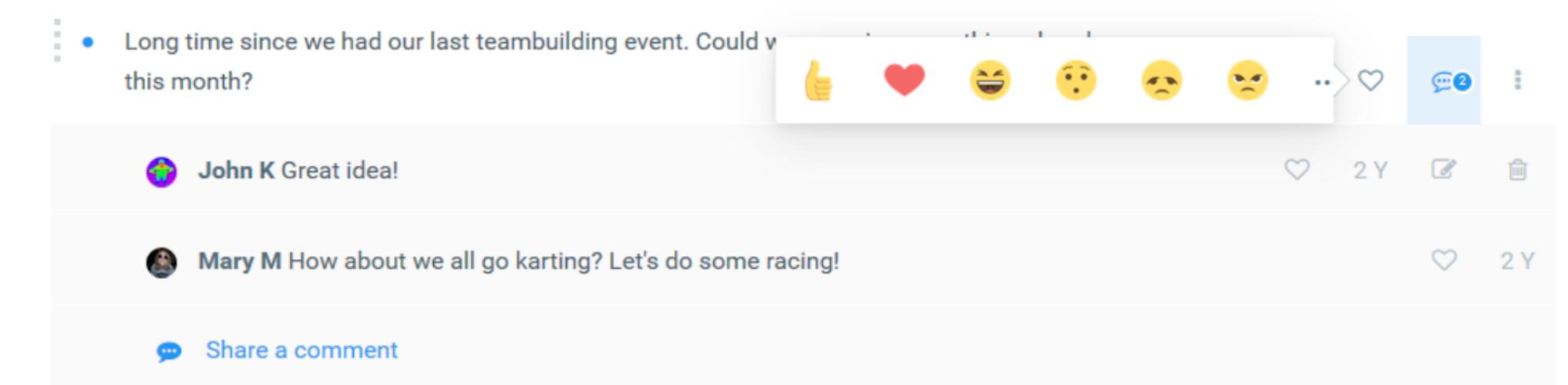
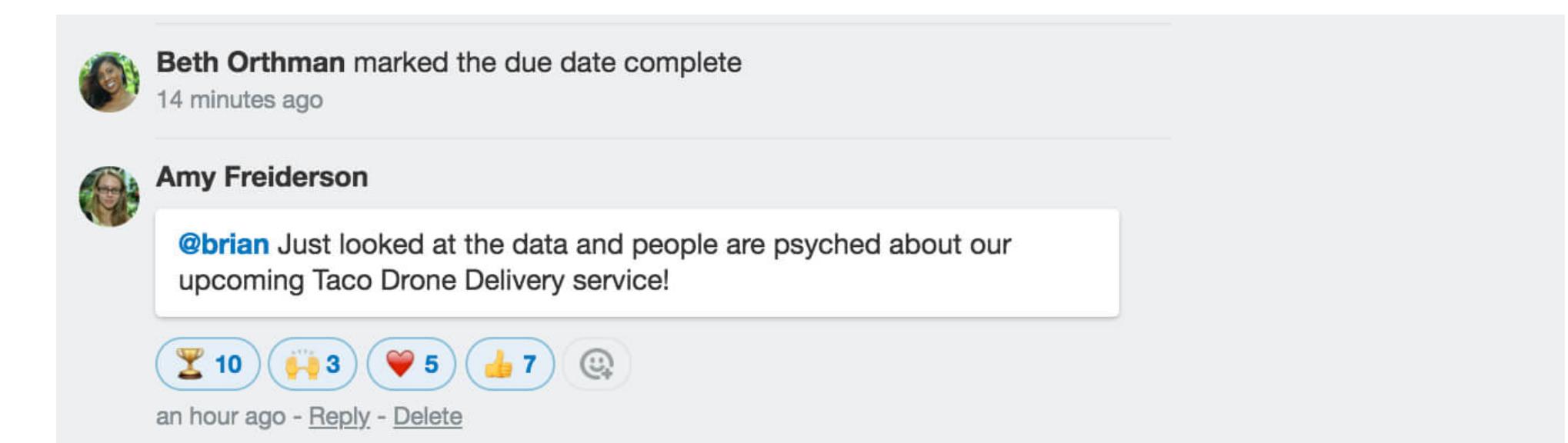
Different managers interpreted
the same emoji in different ways



Research

67% employees use emojis at work

61% manager approve of emoji use
in the workplace



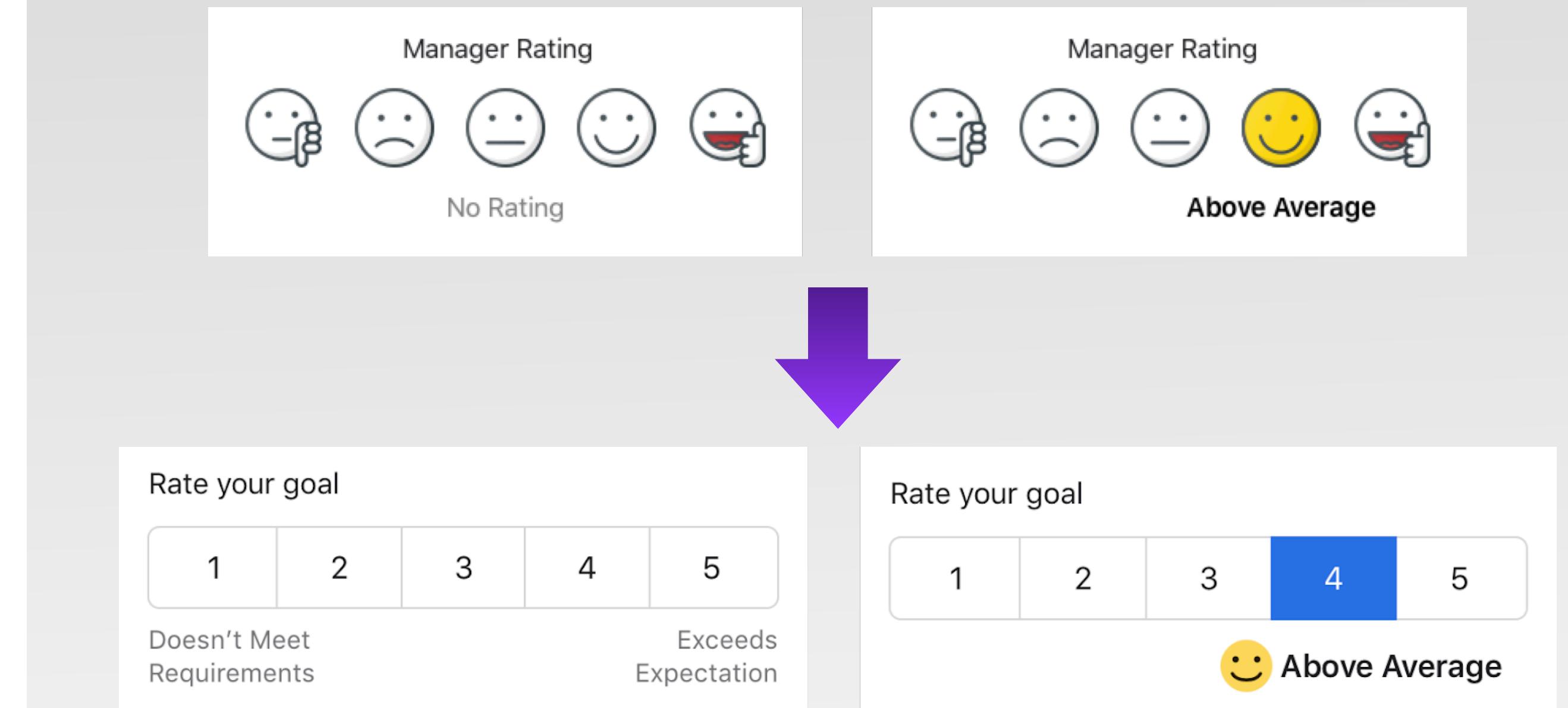
Iteration

MY ASSUMPTION

Using emoji is the right direction, but need to eliminate misunderstanding

ITERATION

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

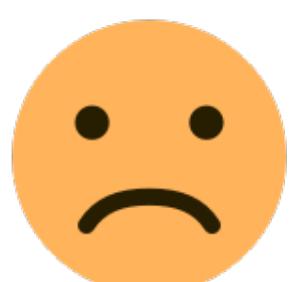
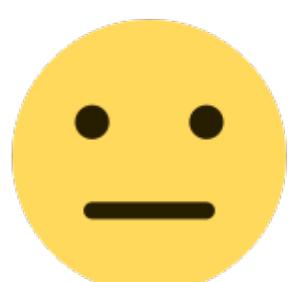


Second Testing

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 the Problem

Conducted a survey with 20 managers and 20 employees on UserZoom

- 1. Understand the fundamental needs during performance evaluation**
- 2. What visuals/phrases 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

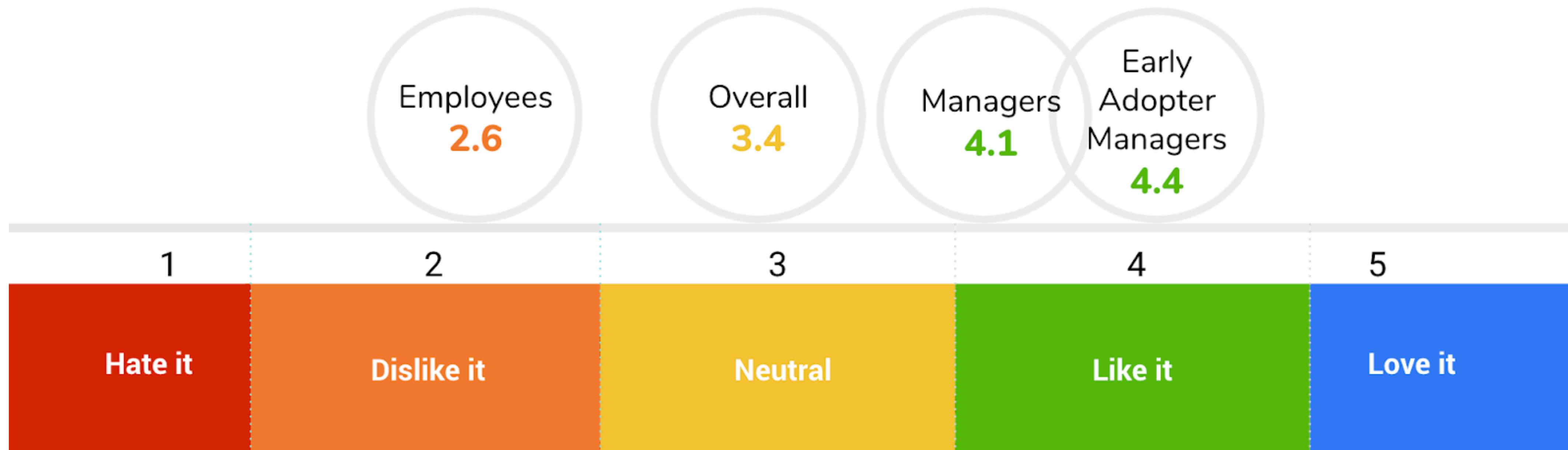
Low score

Explain why

Show potential

Survey Findings

User sentiments about using visuals in performance ratings

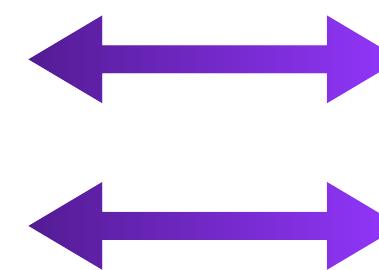


Summary

Using emojis at workplace

Instant messaging

Quick / informal feedback



Using emojis in performance evaluation

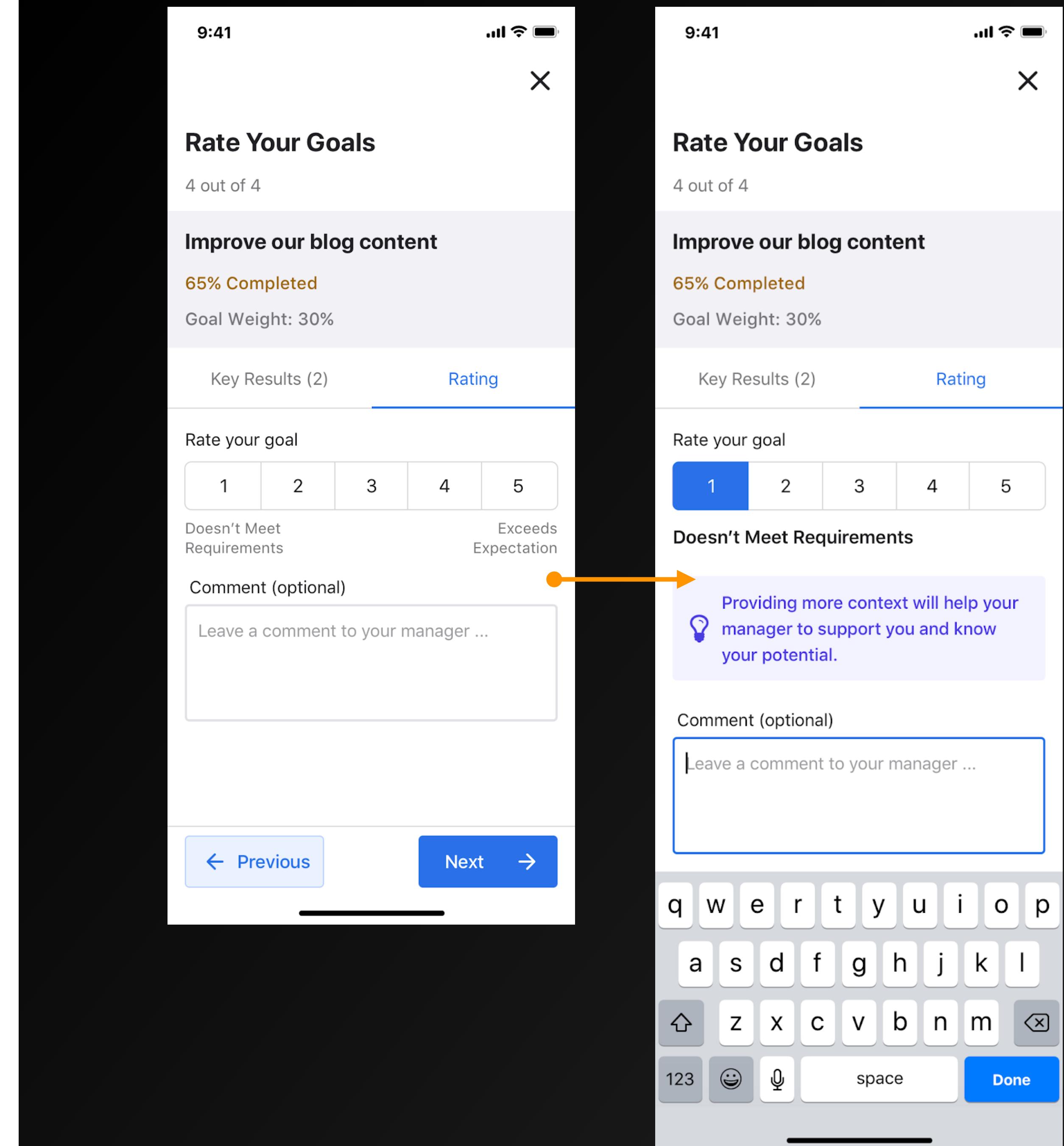
Documented as a record

Serious / formal evaluation

will impact pay and promotion

Design Improvements

Prompt employees and managers to provide more context when rating is below average



Design Improvements

High five moment for employees whose overall rating is above average

The image displays two side-by-side screenshots of a mobile application interface, likely from an iPhone, showing performance review details.

Screenshot 1 (Left): This screen shows a "High Five Moment" for an employee. At the top, it says "Awesome! You did great job this year." Below this is a circular illustration of a person standing on a mountain peak, holding a flag. Underneath the illustration, there are two reviews:

- Self Review:** Rating **4 - Above Average**
- Manager Review:** Rating **4 - Above Average**

A large blue button at the bottom right is labeled "View Details".

Screenshot 2 (Right): This screen shows a list of performance reviews and goals. At the top, it says "Performance Reviews".

- Self Review:** Submitted on 6/16/2020
- Manager Review:** Submitted on 6/24/2020

Below these reviews, there is a section titled "Performance Goals" with the following items:

- Increase marketing email subscriptions:** Status **100% Completed**, Goal Weight: 25%, Manager Rating **5 - Exceeds Expectation**.
- Release coaching content for enterprises:** Status **100% Completed**, Goal Weight: 25%, Manager Rating **5 - Exceeds Expectation**.
- Simplify and clarify product messaging:** Status **100% Completed**.

Thank You!

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

<http://xintongchen.github.io>