

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

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

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



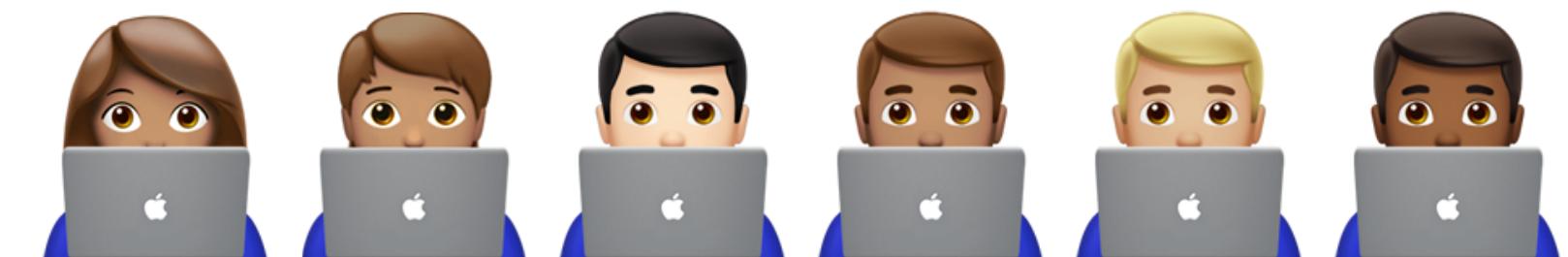
UX Researcher



Product Owner



Design System Designers



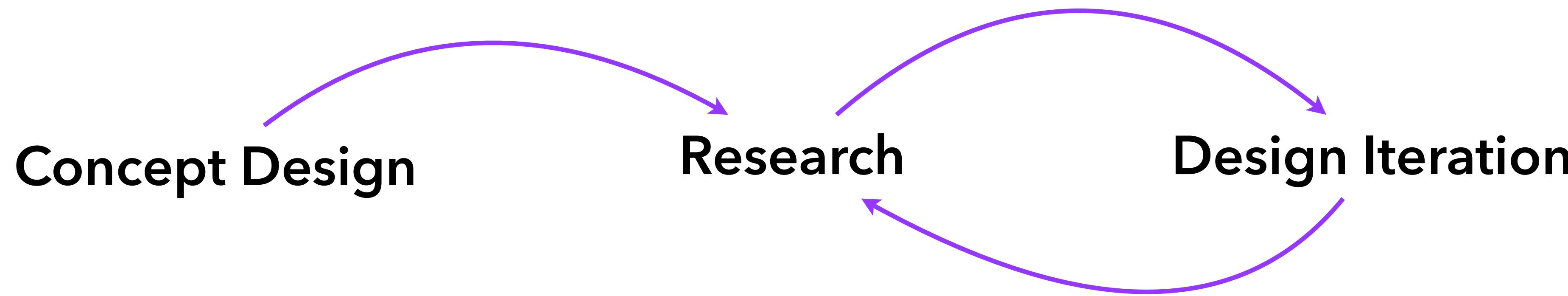
Lifion Developers



Beacon

our design system

Problem Solving Process



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

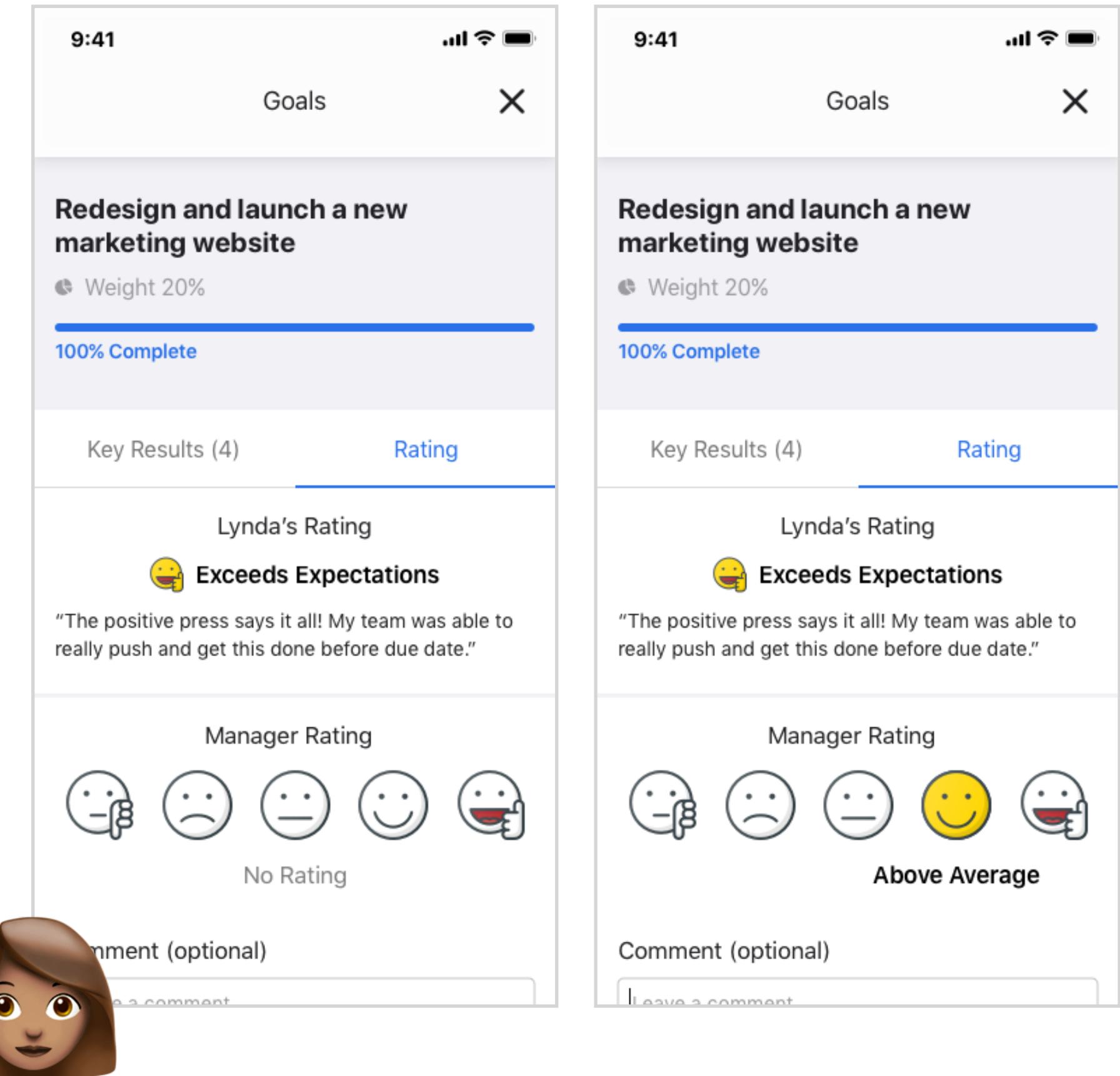
Concept Design, First Testing

Tested with 5 managers

3/5 Managers liked the concept



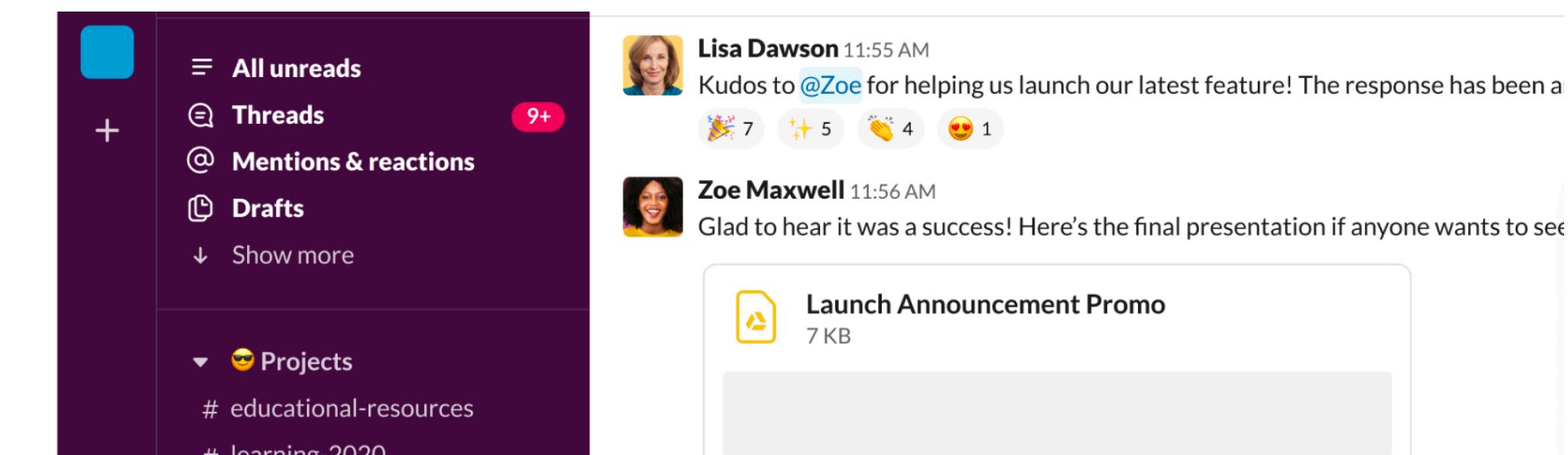
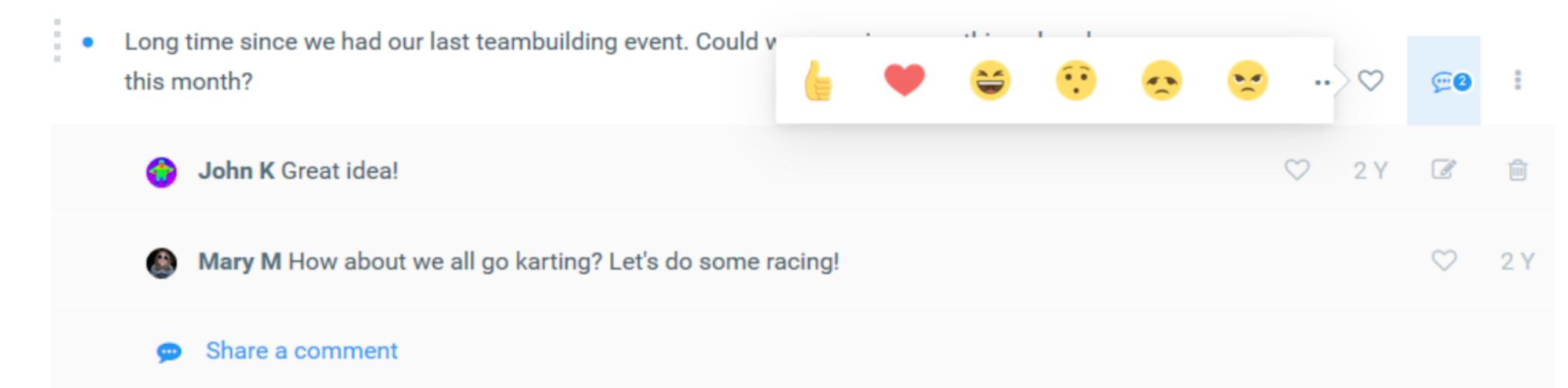
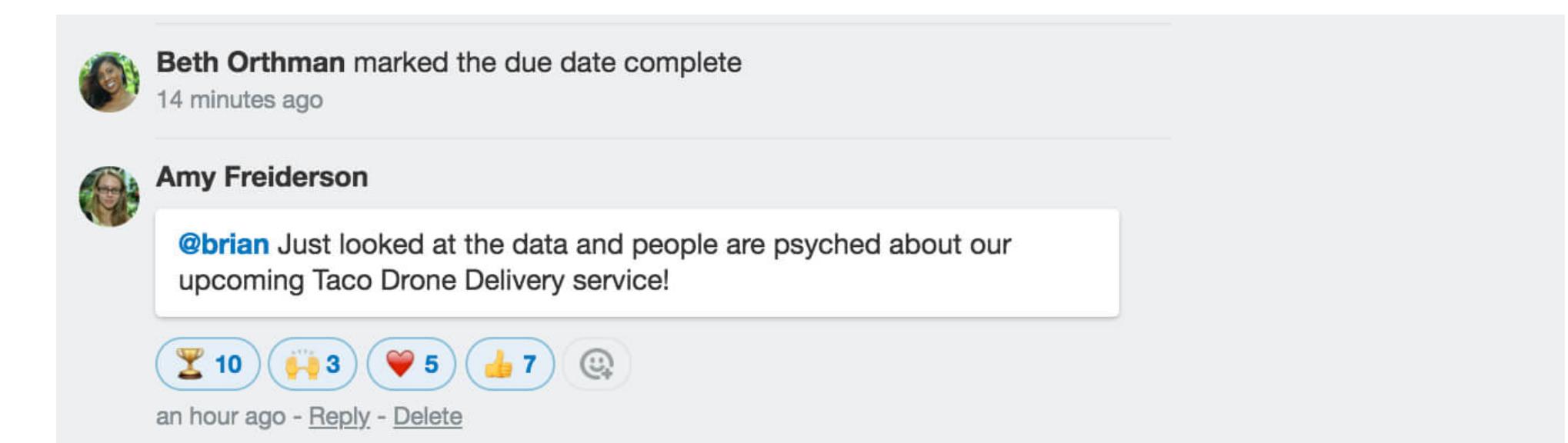
Different managers interpreted
the same emoji in different ways



Research

67% employees use emojis at work

61% manager approve of emoji use
in the workplace



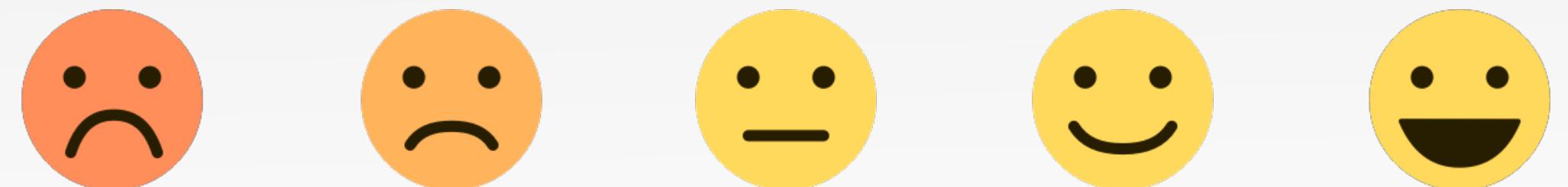
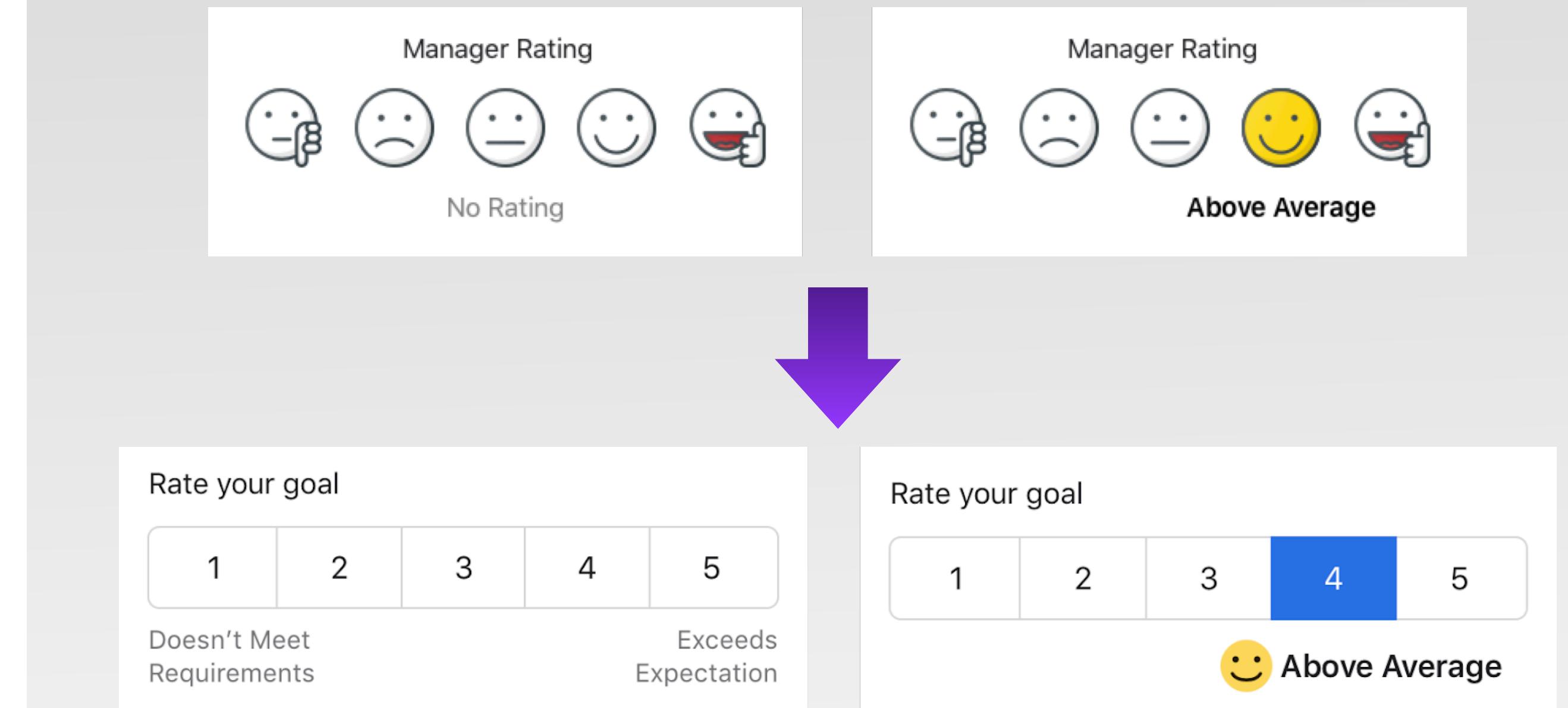
Iteration

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

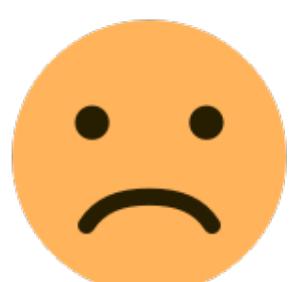


Second Testing

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

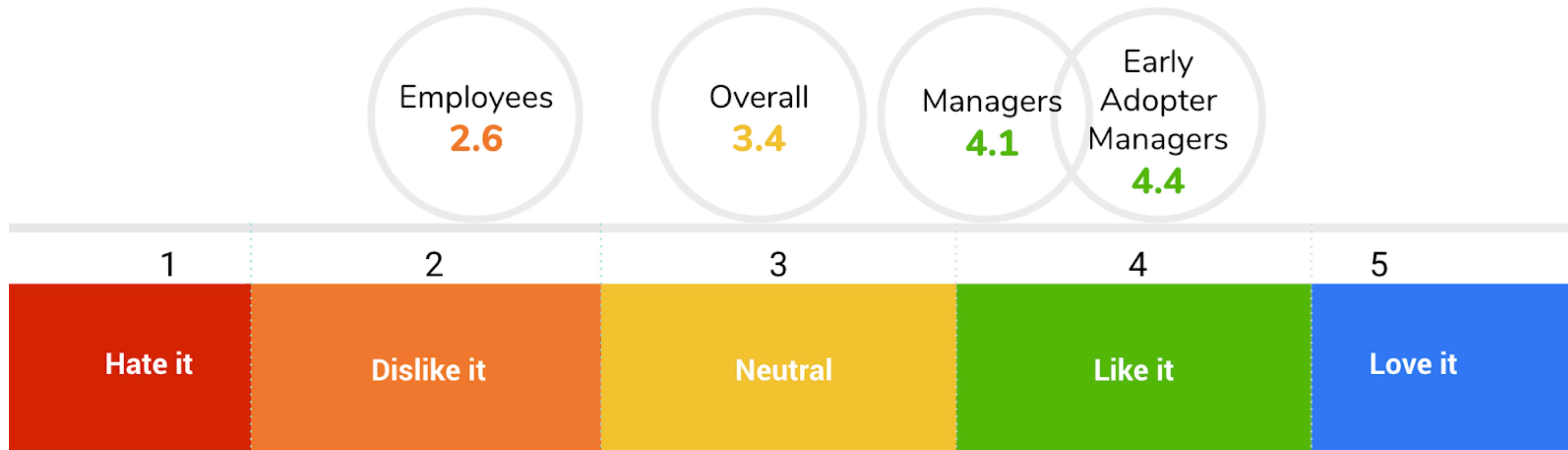
Low score

Explain why

Show potential

Survey Findings

User sentiments about using visuals in performance ratings

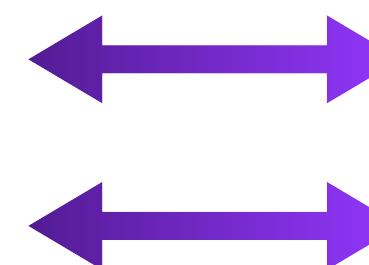


Summary

Using emojis at workplace

Instant messaging

Quick / informal feedback



Using emojis in performance evaluation

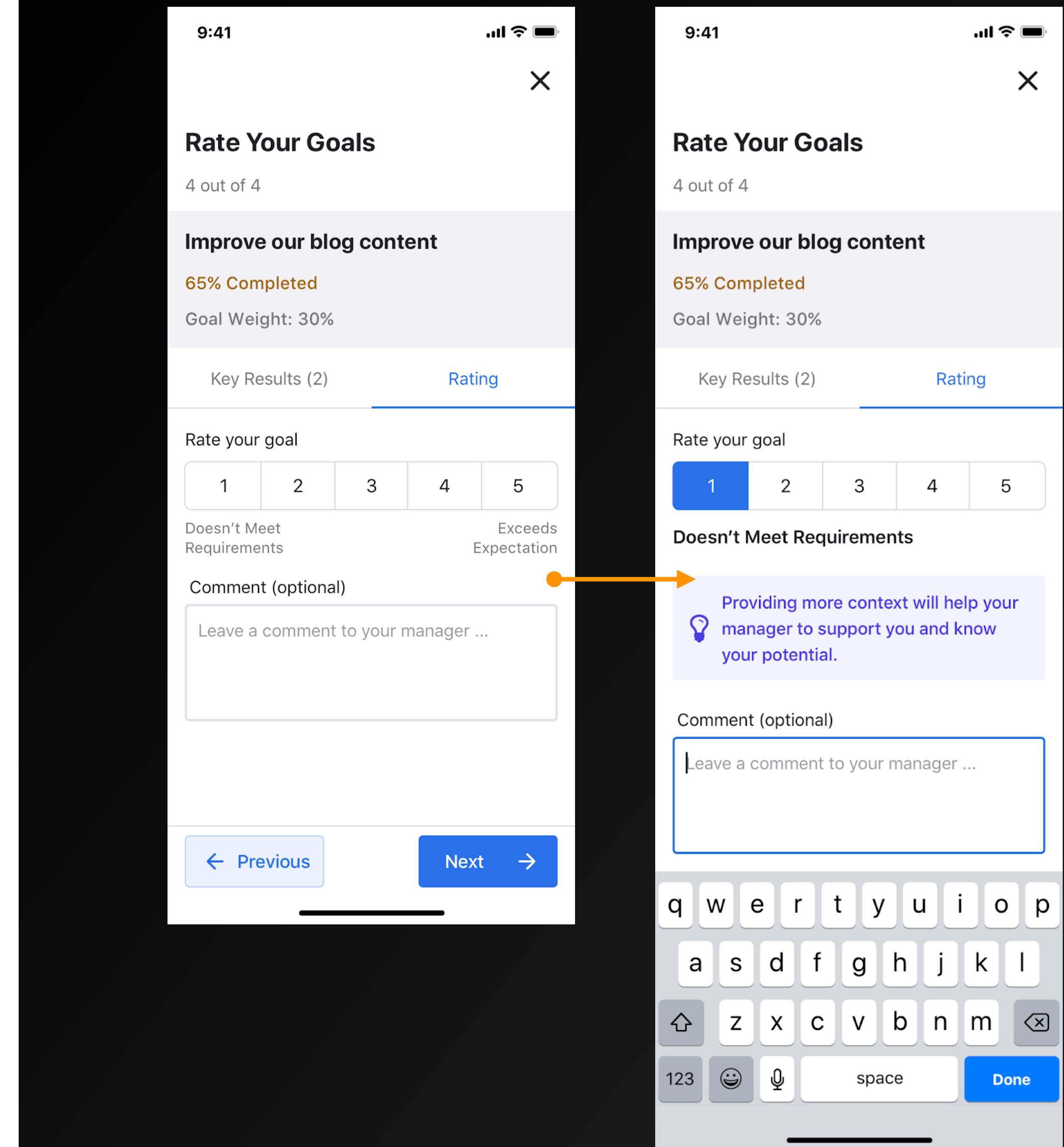
Documented as a record

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

Notifications

- Your time off request has been approved! 2m
- Manager evaluation is available and your acknowledgement is required. 2h
- 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**
- Manager Rating
5 - Exceeds Expectation

- Improve our blog content
55% Completed | Goal Weight: 30%
- 1 - Doesn't Meet Requirements**
- Manager Rating
5 - Exceeds Expectation

Thank You!

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

<http://xintongchen.github.io>