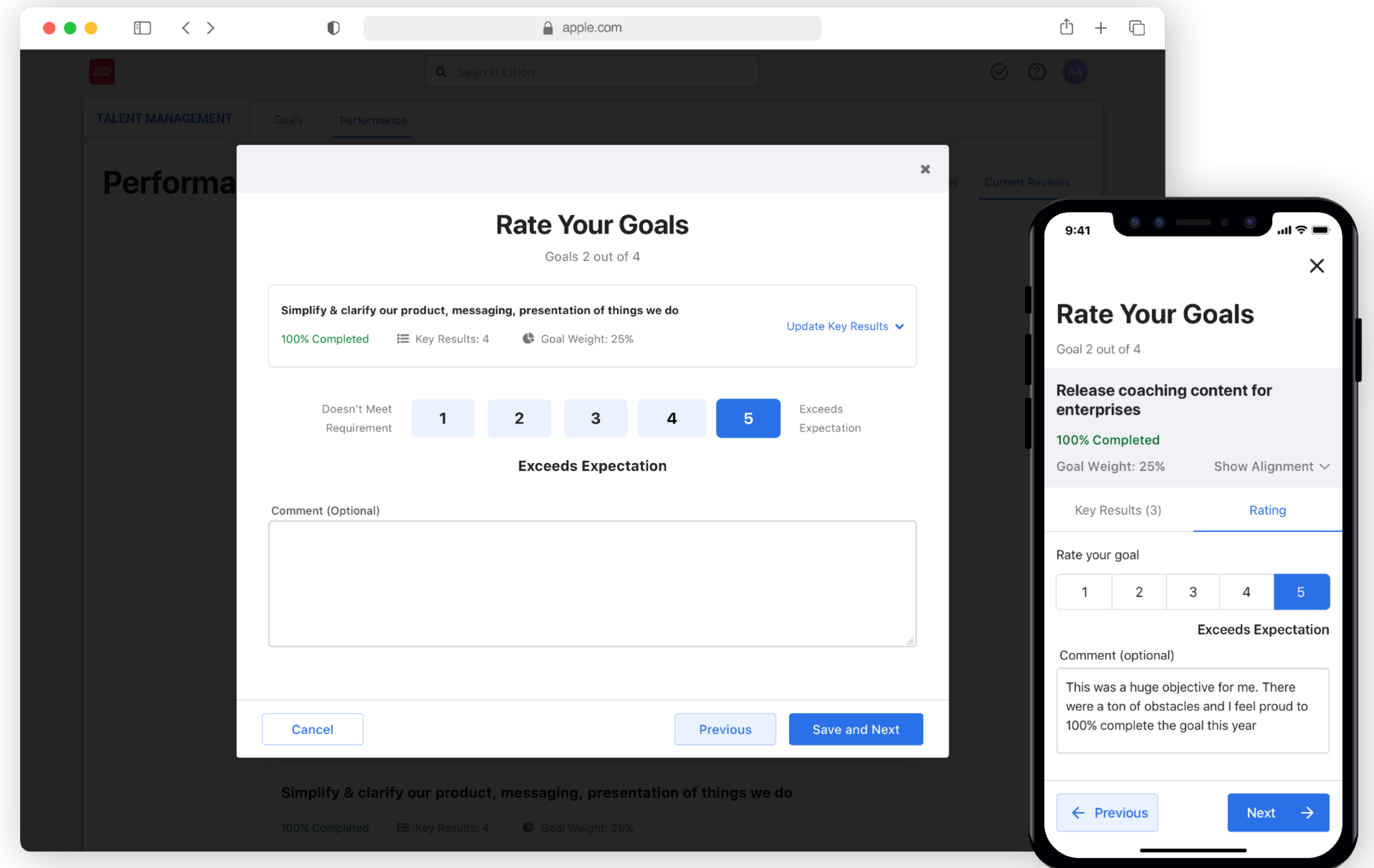


# Rating Experience

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

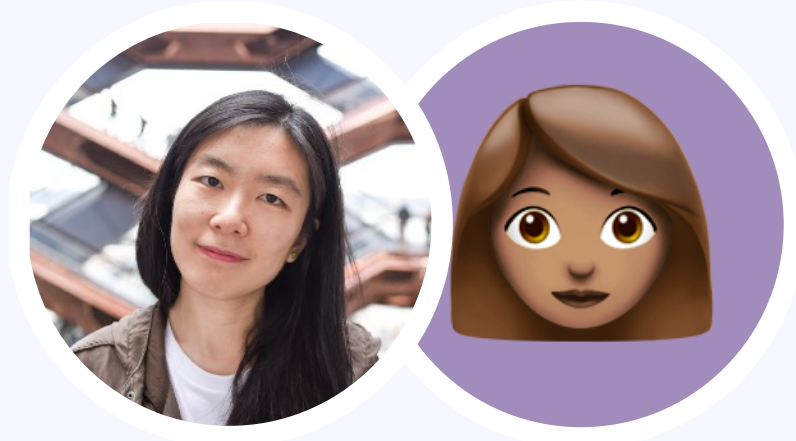




I'm designing at Lifion on the Talent Squad

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

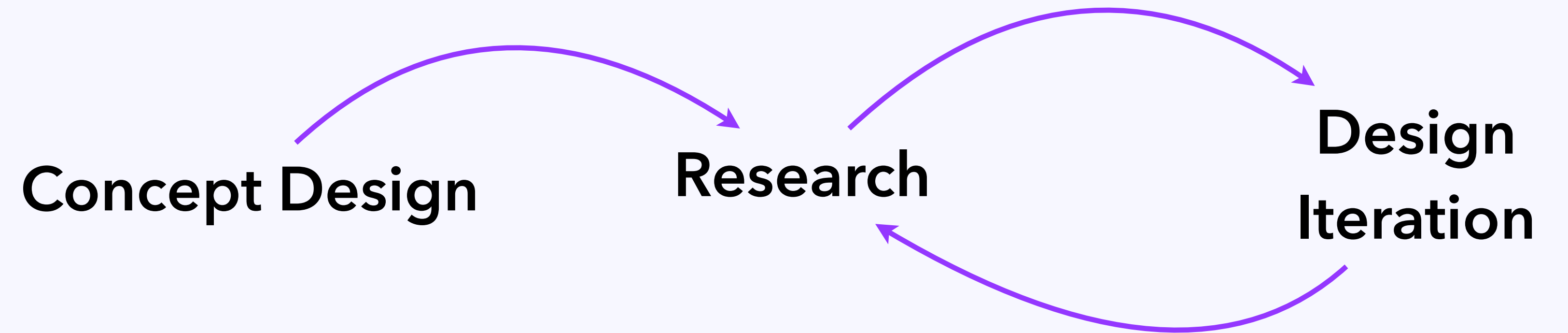


Lifion Developers



**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

9:41 Goals X

**Redesign and launch a new marketing website**

Weight 20%

100% Complete

Key Results (4) Rating

Lynda's Rating

👍 Exceeds Expectations

"The positive press says it all! My team was able to really push and get this done before due date."

Manager Rating

👍 😐 😐 😊 👍

No Rating

Comment (optional)

Leave a comment

9:41 Goals X

**Redesign and launch a new marketing website**

Weight 20%

100% Complete

Key Results (4) Rating

Lynda's Rating

👍 Exceeds Expectations

"The positive press says it all! My team was able to really push and get this done before due date."

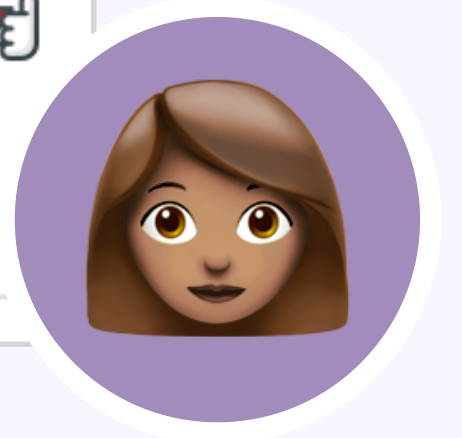
Manager Rating

👍 😐 😐 😊 👍

Above Average

Comment (optional)

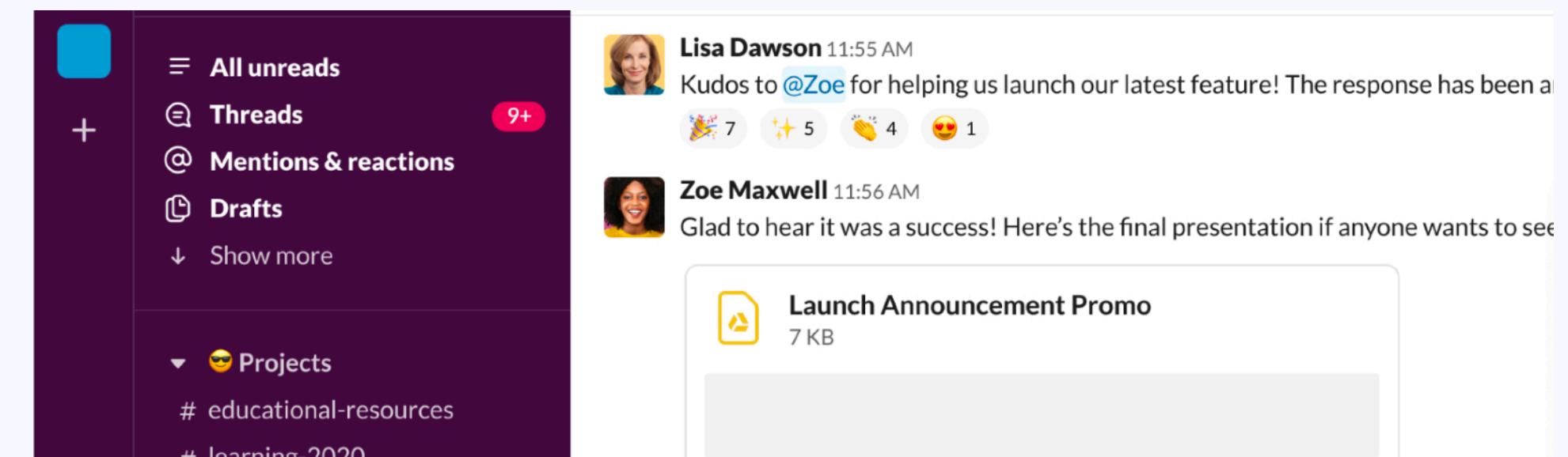
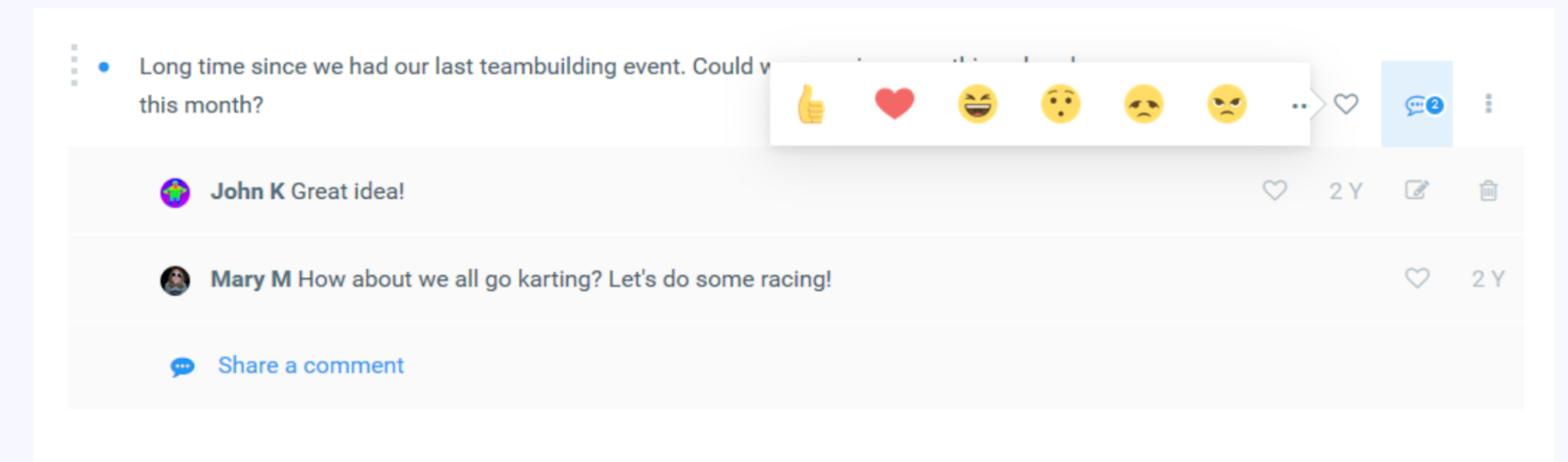
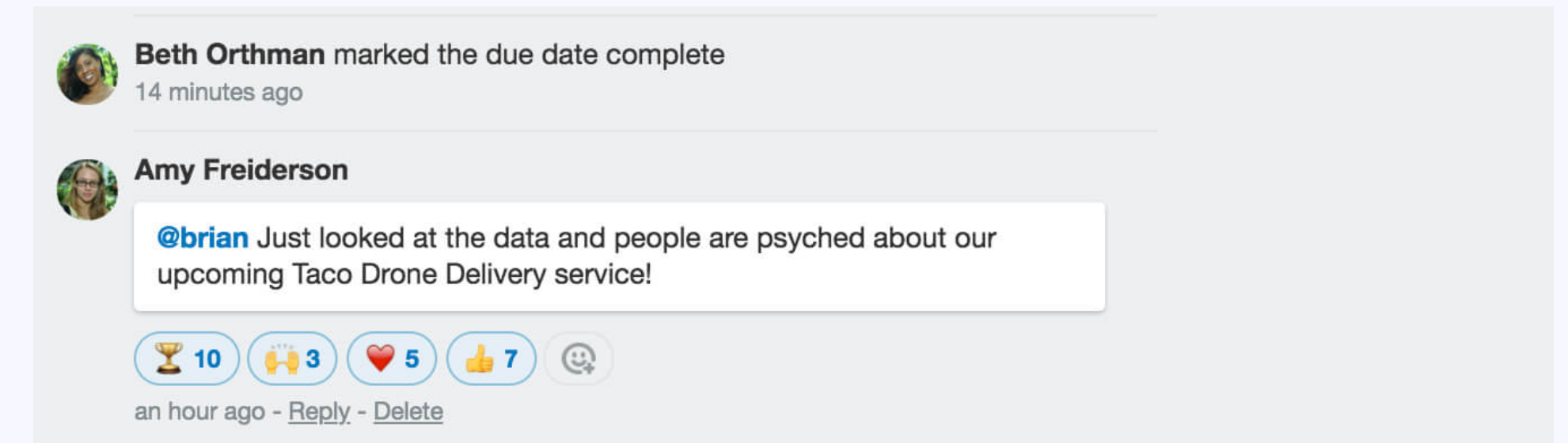
Leave a comment



# My Research

67% employees  
use emojis at work

61% managers  
approve of emoji use in  
the workplace





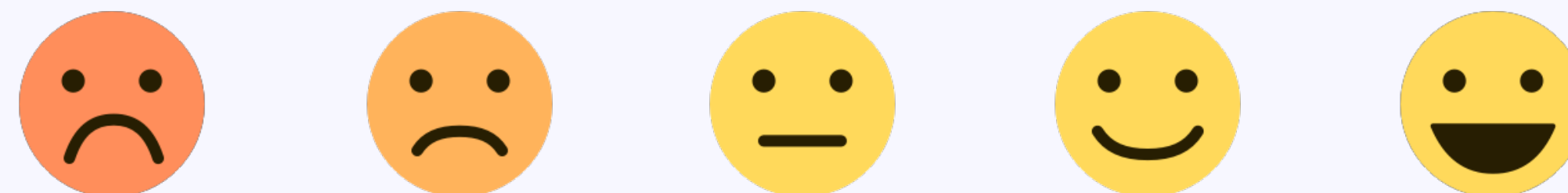
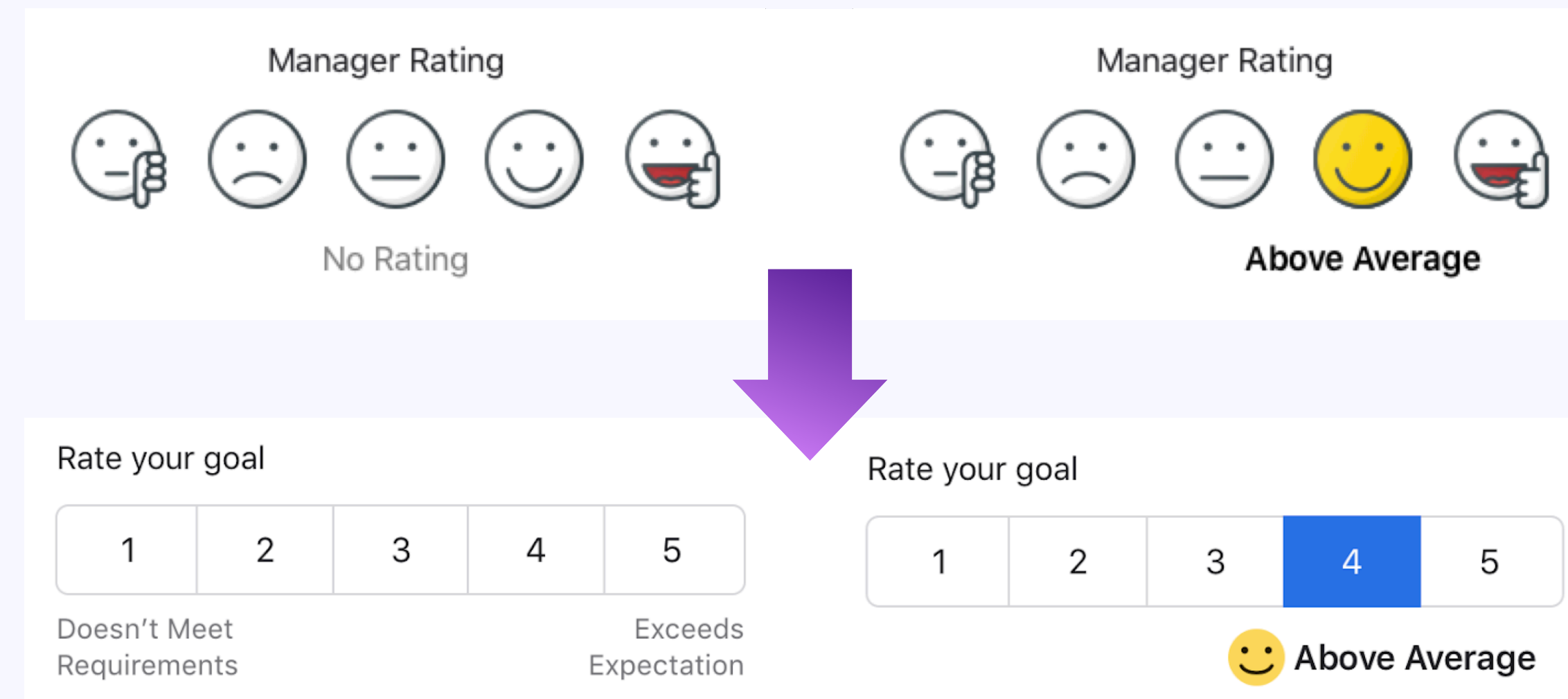
# My Iteration

## 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



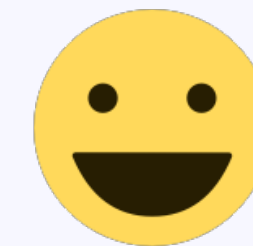
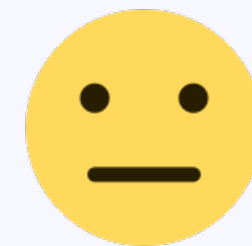
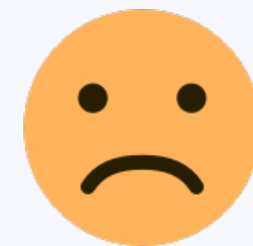
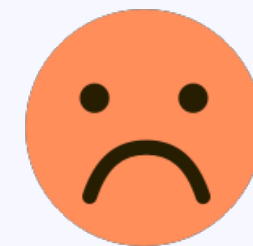


## Second Testing

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

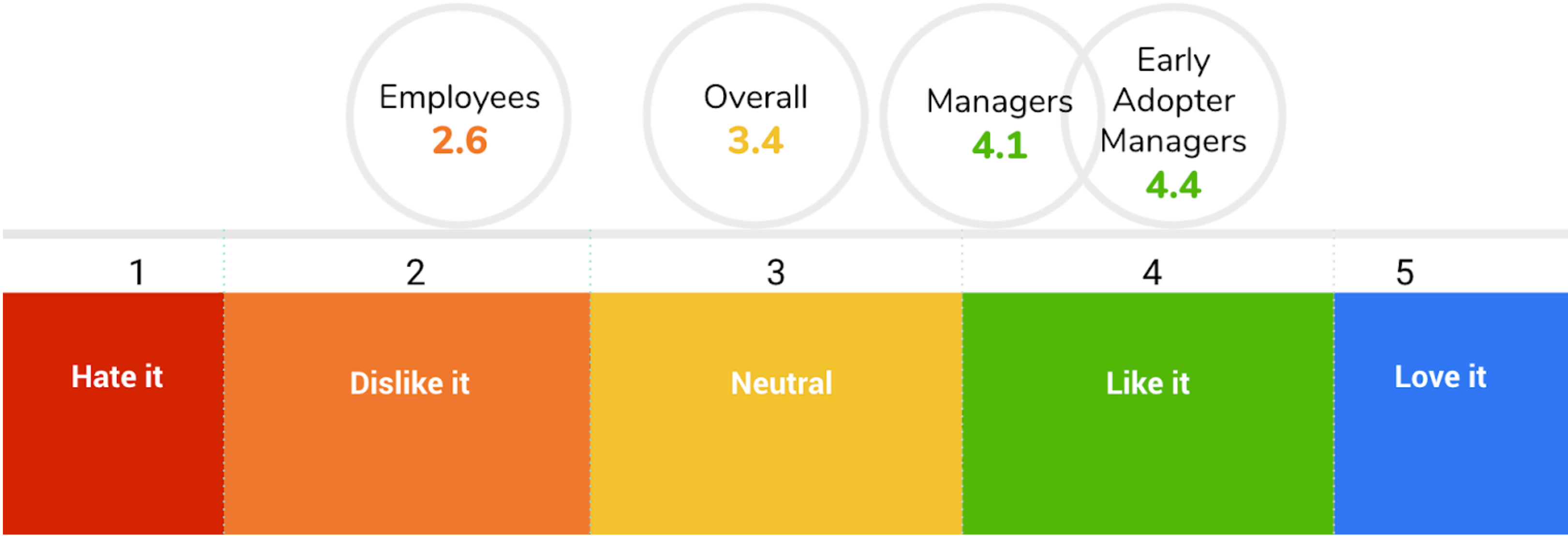
#### Low score

Explain why

Show potential

User sentiments about using visuals in performance ratings

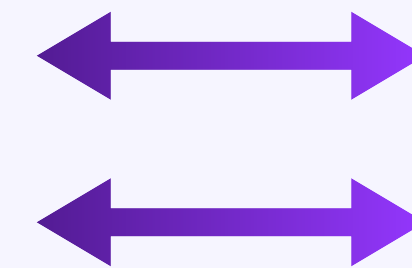
Survey Findings



## 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

9:41

×

### Rate Your Goals

4 out of 4

**Improve our blog content**

65% Completed

Goal Weight: 30%

Key Results (2) Rating

Rate your goal

1 2 3 4 5

Doesn't Meet Requirements Exceeds Expectation

Comment (optional)

Leave a comment to your manager ...

← Previous Next →

9:41

×

### Rate Your Goals

4 out of 4

**Improve our blog content**

65% Completed

Goal Weight: 30%

Key Results (2) Rating

Rate your goal

1 2 3 4 5

Doesn't Meet Requirements

💡 Providing more context will help your manager to support you and know your potential.

Comment (optional)

Leave a comment to your manager ...

q w e r t y u i o p  
a s d f g h j k l  
z x c v b n m

Design Improvements

High five moment for employees whose overall rating is above average

Notifications

1

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

1

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>