Mavenir

Type: Networking Technology   **Company size:** >3000   **Location:** Bangalore, India
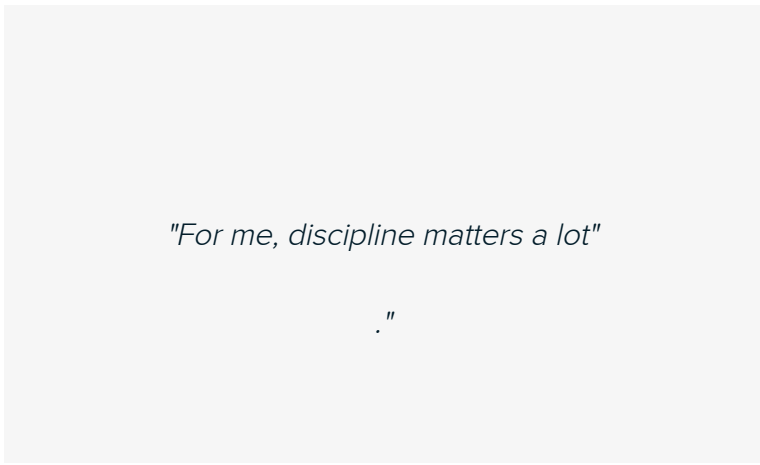
User Name: Rajeshwari   **Interviewed by:** Interviewer   **Date:** 12/11/2020

User Details

User Type: New Manager
User Role: Technical Manager
Department: Technology

"For me, discipline matters a lot"

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Use Cases

- How, with whom, in what context do they use the product?
- What is the primary objective for using your product?

Goals

1. Want my team to be disciplined and productive.
2. The team should know what should be done and set up a culture of good work ethics
3. Motivate the team

Top Questions

1. Did you have any kind of training on becoming a manager? - No Official onboarding
2. How does your ideal work look like for improving performance management?
3. What is the ideal process you want in your company?
4. Ideal feedback cycle? Quarterly
5. How are training requirements met?
6. What is your objective to give feedback?

Keyword	Keyword	Key Phrase

Jobs to be done

1. Rate people on the competencies defined in the organization
2. Daily stand up calls help me to know the performance of each employee in terms of what they are doing and the quality of work
3. Check Jira boards on who has done what
4. Choose and pick employees for certain training which is managed by HR
5. Evaluate based on my understanding of the employees

Favorite Features

Feature #1

Feature #2

Feature #3

Feature #4
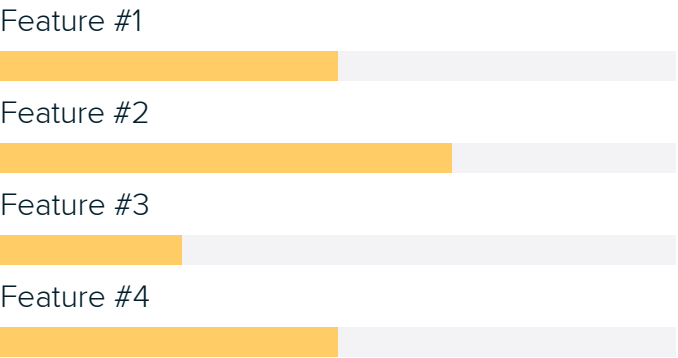
Suggestions

- 1. There should be an easy mechanism for people to reach out to skip level managers/HR to discuss the problems
2. There should be a way to express your discomfort around various points including problems with peers etc.
3. There should not be surveys of yes/no. Better ways to express
4. Managers should know at a high level what employees are doing and not going deeper into their daily work
5. There should be a way for my team to rate me on influential skills, team management, etc

Frustrations

1. There are no standard processes followed; focuses too much on business.
2. Sending mail is a cause of discomfort
3. There is no culture of reverting back to the manager regarding the feedbacks. It's a tedious process
4. It's a tough process to keep capturing everything about each employee. It's not a mandatory process
5. People don't use the tool/processes too much

Notes and feedback

1. She was made the Acting Manager; So there was no official onboarding when she became a new manager
2. Personal feedbacks can be taken over skype/meet. There is no official documentation process to capture feedbacks
3. Workday is used in the company