

# Types of Employees

## Introduction

This framework was designed to address systemic key issues and evaluate the organization's culture. It serves as a tool to determine promotions, redemption opportunities, and potential termination based on performance.

## Approach

Our approach aims to define the criteria for career progression among various types of employees. It also consistently and systematically addresses systemic issues, making no exceptions. This ensures fairness and equal treatment for all employees, fostering our company culture.

The types of employees that we detected in our structure are:

Type of Employee	Traits	Outcome
1. Saboteur	<ul style="list-style-type: none"><li>Sabotages the company and its processes leading to disruptions in workflow</li><li>Intentionally tries to avoid work by abusing sick leaves and other leave policies</li><li>Exhibits systematic lateness</li><li>Exhibits disrespectful communication</li></ul>	Termination
2. Con-Artist	<ul style="list-style-type: none"><li>Attempts to avoid work in a structured manner</li><li>Works the system/forges reports and/or timesheets</li></ul>	Termination

3. Disciplined	<ul style="list-style-type: none"> <li>• Exhibits a professional and fair-relationship</li> <li>• Shows reactive behavior when dealing with ambiguity</li> </ul>	Redemption
4. Mercenary	<ul style="list-style-type: none"> <li>• Lacks community behavior - focuses only on personal goals</li> <li>• Performs non-work related activities during working hours</li> <li>• Works with an agenda in mind, shows transactional behavior based on money</li> <li>• Exhibits negative attitude towards department/company goals that do not suit their personal objective</li> </ul>	Redemption
5. Engaged	<ul style="list-style-type: none"> <li>• Handles ambiguity in a positive manner</li> <li>• Tries to overcome challenges by trial / error and takes advantage of the moment to learn and develop</li> <li>• Works with department goals in mind</li> </ul>	Promotion
6. Entrepreneur	<ul style="list-style-type: none"> <li>• Acts as the owner</li> <li>• Works with organizational goals in mind and exhibits positive attitude towards it</li> <li>• Demonstrates exceptional work ethics as he/she represents the company</li> </ul>	Promotion

## Reporting Framework

Report	Frequency	Department	Data	Data Provider	Tool	Responsible for Consolidation	For
IT Report	Monthly	Technical Dpts	Timesheet (weekly)	Manager	Jira	HR OPS	Exec summary <ul style="list-style-type: none"> <li>Helpdesk performance</li> <li>Traffic Monitoring</li> <li>Productivity</li> <li>Activity Report</li> </ul>
			Traffic Monitoring	InfoSec	StaffCop		
			Productivity	InfoSec	StaffCop		
		Business & Operational Dpts	Activity Report	Manager	Specific department tools	HR OPS	
KPI Report	Monthly	All	KPIs per department	TBD	TBD	HR OPS	Dashboard Zoho?
360 Review	Monthly	All	Based on Helpdesk & Zoho Tickets + live interaction + PBX	InfoSec and HR OPS	HaloPSA + Zoho	HR OPS	Executive summary with highlights <ul style="list-style-type: none"> <li>Stakeholder Analysis</li> <li>Adaptability</li> <li>Novelty</li> <li>Adherence</li> </ul>
Strategic Report	Monthly	All	Goals <ul style="list-style-type: none"> <li>Organizational</li> <li>Departmental</li> <li>Individual</li> </ul>				

## Reporting Calendar - Example

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4	5	6	7	8

				<p><b>Technical Teams</b></p> <p>HR OPS - extracts timesheets and signalizes operational red flags (hours missing, manual hours logged in advance)</p> <p>Manager - receives timesheets and signalizes performance red flags</p> <p><b>Business &amp; OPS Teams</b></p> <p>HR OPS - extracts activity data and consolidates it</p> <p>Manager - receives activity data and signalizes performance red flags</p>
<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>

				<p><b>Technical Teams</b></p> <p>HR OPS - extracts timesheets and signalizes operational red flags (hours missing, manual hours logged in advance)</p> <p>Manager - receives timesheets and signalizes performance red flags</p>
<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<p><b>Business &amp; OPS Teams</b></p> <p>HR OPS - extracts activity data and consolidates it</p> <p>Manager - receives activity data and signalizes performance red flags</p>

				<p><b>Technical Teams</b></p> <p>HR OPS - extracts timesheets and signalizes operational red flags (hours missing, manual hours logged in advance)</p> <p>Manager - receives timesheets and signalizes performance red flags</p>
<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>

		<p><b>HR OPS</b></p> <ul style="list-style-type: none"> <li>• Receives KPIs from managers</li> <li>• Extracts ticket summary from Zoho People</li> <li>• Receives ticket summary from HaloPSA</li> </ul> <p><b>INFOSEC</b></p> <ul style="list-style-type: none"> <li>• Extracts ticket summary from Halo PSA</li> <li>• Extracts Productivity and Traffic Monitoring data</li> </ul>	<p><b>Technical Teams</b></p> <p>HR OPS - extracts timesheets and signalizes operational red flags (hours missing, manual hours logged in advance)</p> <p>Manager - receives timesheets and signalizes performance red flags</p> <p><b>Business &amp; OPS Teams</b></p> <p>HR OPS - extracts activity data and consolidates it</p> <p>Manager - receives activity data and signalizes performance red flags</p>	<p><b>REPORTS CONSOLIDATION AND SHARING - should we call it Culture &amp; Performance report?</b></p>
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## Next Steps

	<b>Responsible</b>
Define KPIs - for both the KPI report and the Strategic Framework	Managers + Dominic
Extract one report per tool	Ligia
Define final format	Ligia

# Mechanics and how to detect the different types of employees

Type of Employee	In which Report will we detect them	What are the initiatives to promote positive behavior
1. Saboteur	Negative IT Report	
	Negative 360 Report	
2. Con Artist	Negative KPI Report	
3. Disciplined	All reports will be OK - nothing outstanding	<ul style="list-style-type: none"> <li>• Clearly Defined Processes</li> <li>• Project Management</li> <li>• HR Processes</li> </ul>
4. Mercenary	Strategic Report (no organizational/department vision)	Transition to freelancer
5. Engaged	Strategic Report (no organizational vision)	Radical Transparency
6. Entrepreneur	All reports are outstanding	Stock Option

**DRAFT & NOTES, DO NOT CONSIDER IT**

Type of Employee	In which Report will we detect them	What's expected to detect the issue	What are the initiatives to promote positive behavior	What's expected from Top Management

				<b>to detect the issue</b>
1. Saboteur	Negative IT Report	<ul style="list-style-type: none"> <li>• To extract and evaluate the team's weekly Timesheet from Jira and to provide a summary to HR OPS</li> <li>• To provide feedback on red flags</li> </ul>	<ul style="list-style-type: none"> <li>• To consolidate the Monthly IT Report based on UAM and analytics from StaffCop</li> </ul>	
	Negative 360 Report	<ul style="list-style-type: none"> <li>• To inform HR of escalated situations</li> </ul>	<ul style="list-style-type: none"> <li>• To collect monthly feedback from IT, HR and the manager and create the Quarterly Report</li> </ul>	
2. Con-Artist	Negative KPI Report	<ul style="list-style-type: none"> <li>• Micromanagement - provide solo tasks</li> <li>• Project Management capabilities</li> </ul>		
3. Disciplined	All reports will be OK - nothing outstanding	<ul style="list-style-type: none"> <li>• Clearly Defined Processes</li> <li>• Project Management</li> </ul>	<ul style="list-style-type: none"> <li>• HR Processes</li> </ul>	
4. Mercenary	Strategic Report (no organizational/department vision)	Top Management	Transition to freelancer	
5. Engaged	Strategic Report (no organizational vision)	Top Management	Radical Transparency	

6. Entrepreneur	All reports are outstanding	Top Management	Stock Option	
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## Outcomes

1. Passing: Employees who demonstrate satisfactory performance and exhibit no significant systemic issue continue their employment without any negative consequences.
2. Redemption: Employees who fall into this category show potential for improvement and redemption are given an opportunity to rectify any negative behavior.
3. Termination: Employees who consistently underperform and display undeniable systemic issues will face termination. This outcome is reserved for cases where all efforts for improvement have been exhausted, and there is no foreseeable redemption.