



Evolving Your Approach to Employee Performance

7 Critical Considerations for HR



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Unlocking Excellence: Elevating Employee Performance for a Thriving Workplace

Employee impact is a cornerstone of a thriving culture of employee success. Yet, traditional performance management methods fall short in inspiring this impact. They lack the clarity, connection, and coaching that today's workforce seeks.

It's a universal desire for everyone—employees, managers, and leaders—to see employees succeed. But your strategy must evolve beyond a mere checkbox process; it must be streamlined, engaging, actionable, and crystal clear.

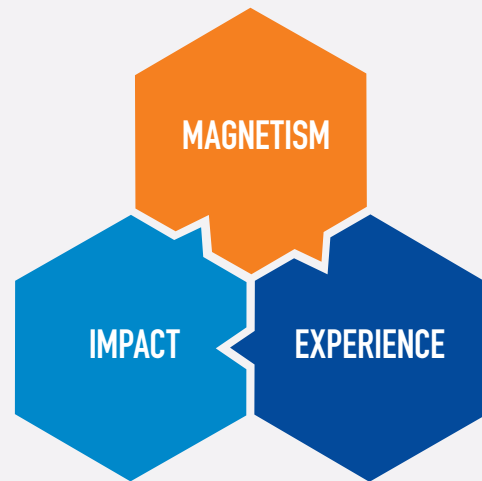
The journey to inspire employee impact through performance management hinges on two pivotal factors: your approach and the technology you embrace.

The right strategy is the difference between a team that simply gets the job done and one that consistently exceeds expectations.

At Quantum Workplace, we're here to guide you through both realms. Remember, transformation doesn't happen overnight—but the first step is crucial.

In this eBook, explore what truly matters when it comes to building a performance management strategy, how to refine your approach incrementally, and how to select the ideal tools for your organization.

Let's embark on this journey together!



EMPLOYEE SUCCESS: WHAT IT IS & HOW TO UNLOCK IT IN YOUR ORGANIZATION

- » **Employee Experience:** You need to create an engaging employee experience by understanding, validating, and improving upon it.
- » **Employee Impact:** You need to inspire employee impact by connecting employees to the role they play in helping the organization succeed.
- » **Organizational Magnetism:** You need to build and optimize your culture to become a place where employees want to stay and top talent wants to join.

CONSIDERATION #1: What is your why?

Before you can determine what your performance management programs and tools should look like, take the time to ask your leaders and HR team what they want performance management to achieve for your organization.

[Effective performance management](#) is more than just a box to check. It's the driving force behind employee and business success. It encompasses various aspects like alignment, feedback, recognition, development, and more.

However, managing all these facets can quickly become overwhelming for everyone in your organization.

This is where your [performance management system](#) steps in. It serves as the framework that organizes, prioritizes, and facilitates these critical components. But here's the key: the systems and solutions you choose should be informed by the unique priorities and goals of your organization.

Effective performance management isn't just about adopting the latest trends or tools; it's about understanding precisely what your organization needs to thrive.

EXAMPLES OF KEY WHYS



Driving Employee Engagement: Perhaps your organization's top priority is to boost employee engagement and motivation. Your "why" is to create a workplace where employees feel not just valued but inspired to excel.



Enhancing Productivity: If productivity is your North Star, your "why" revolves around optimizing workflows, reducing inefficiencies, and ensuring everyone is contributing at their highest capacity.



Fostering Innovation: Some organizations thrive on innovation. Your "why" might be to create an environment where employees are encouraged to think creatively and share their groundbreaking ideas.

CONSIDERATION #2: What does the research say?

Performance management is at the heart of organizational success. The right strategy can inspire and engage employees to drive meaningful impact. But the research is clear: there is a right and a wrong way to do it. Employees are looking for a system that not only evaluates their performance but also helps them grow and contribute meaningfully.

36%

Clarity Is Key - But It's Lacking

36% of employees say they fully understand their job responsibilities and performance expectations.

Source: Lighthouse Research & Advisory

20%

Employees Aren't Getting Recognized

20% of employees feel regularly recognized and appreciated for their hard work—and 50% want more recognition.

Sources: Lighthouse Research & Advisory,
Quantum Workplace Research

1 IN 2

Employees View Feedback as Fuel

1 in 2 employees want more feedback. This includes employees at all levels!

Source: Quantum Workplace Research

2X

Employees Want Meaningful, Aligned Goals

Employees who have individual goals are twice as likely to be engaged at work.

Source: Quantum Workplace Research

56%

Performance Reviews Aren't Enough

56% of employees perceive reviews as mainly backward-looking, focused on proving past accomplishments rather than fostering future improvement.

Source: Lighthouse Research & Advisory

50%

Performance Management is Culture

50% of employees say their organization's approach to performance is one of the most-felt aspects when it comes to culture.

Source: Quantum Workplace Research

62%

Organizations Aren't Satisfied

62% say their current performance management processes don't enhance performance. 70% say they don't drive employee engagement.

Source: Brandon Hall Group

2/3

Technology Matters

2/3 of employees who contemplate leaving their jobs express dissatisfaction with their employer's performance management technology and tools.

Source: Lighthouse Research & Advisory

CONSIDERATION #3:

What makes an effective performance management system?

Effective performance management aims to drive a culture of growth, engagement, and excellence. Here's what truly makes a [performance management system](#) shine:



Strong Performance Management Foundation: This foundation isn't just a set of processes. It's a fundamental aspect of your culture. It's about fostering a work environment where communication, feedback, and coaching can thrive. This isn't merely a strategic choice—it's essential to employee and business success.



Goals of Performance Management: The primary goals of a performance management system are to enhance individual and collective performance, align teams with organizational objectives, and cultivate a high-impact workforce. When executed effectively, this system empowers employees to excel in their roles while nurturing a culture of continuous improvement. It's not just a tool; it's your secret weapon for sustaining a competitive edge.



Quality Communication, Feedback, and Coaching: Quality communication, feedback, and coaching are the lifeblood of effective performance management. These are not isolated processes but a reflection of your organization's commitment to growth and development. Tools like regular 1-on-1s and feedback sessions play a pivotal role here, helping to facilitate open dialogue that drives improvement.



Alignment and Engagement: Performance management goes beyond evaluations. It ensures that managers and employees are aligned, engaged, and consistently delivering their best. It inspires everyone to reach their full potential and fosters a shared sense of purpose. This alignment is achieved through tools that connect individual goals to broader organizational objectives, creating a workforce united in pursuit of excellence.



Developing Effective Managers and Teams: One of the cornerstones of a successful performance management system is the development of effective managers and teams. It's about equipping managers with the skills and resources they need to lead and coach their teams to success.

CONSIDERATION #4:

Where are you now? And where are you headed?

Not sure where to start? You're not alone. In this section, we'll walk you through what your performance management system roadmap could look like. Remember, an incremental approach is never a bad thing. You don't need to launch five performance management tactics right out of the gate.

Our advice? Start small and build from there. As you evaluate where you are today and where you want to be, consider the following phases of performance management success measurement:

TRADITIONAL

Infrequent and fully focused on past performance; bureaucratic; often used for pay, bonus, promotion, or merit decisions.

LAUNCHING

This phase introduces shared responsibility and multiple, ongoing performance inputs.

DEVELOPING

Building off the benefits of Launching, this phase focuses on strengthening relationships and trust.

MASTERING

This phase signals strong relationships, high levels of trust, shared accountability, and ownership.

There's no right or wrong mix for your unique organization. The right strategy will combine a thoughtful approach with the right technology to fully support (and scale) your systems and processes.

Below, we've outlined an example roadmap for an organization that's just starting out on their performance management journey. Plus, we'll highlight some of the tools and features that can help you along the way.

1. Define your approach.

Begin by defining your unique approach. This is the cornerstone of your entire system. Your approach should align with organizational goals, values, and culture. Remember your 'why' and incorporate it as you strategize.

PRO TIP: Don't just involve senior leaders in your conversations. Your managers are the backbone of your strategy. Involve them early to jumpstart the success of your program by giving them a stake in the program's design.

2. Ensure you have clarity & alignment.

Achieving clarity and alignment provides a sense of purpose to employees. This starts with communicating your strategy broadly. Outline expectations clearly and link individual and team performance goals to your mission and strategy.

PRO TIP: Employees crave regular communication from leaders and managers. Don't keep your program hidden behind conference room walls! Communicate about program goals, timelines, and how changes will affect their current processes and work.

Drive clarity and alignment with [Quantum Workplace Goals](#). >>

3. Collect performance feedback.

Regular, constructive feedback from managers and peers is vital for employee development. Encourage a culture of open communication and continuous improvement. Feedback should be a two-way conversation that supports growth.

Remember, feedback should focus on behaviors, not personal traits. Your feedback program should help solicit specific, actionable feedback for development and coaching. You want to reduce (or even fully eliminate) biases when evaluating employee performance. The right feedback tool can help you accomplish these goals right out of the box.

TECHNOLOGY TIP: Look for a tool that uses various types of feedback, including upward, downward, 180, 360, anonymous, and contributed, among others. It should be easy enough to get started, but flexible enough to be customized as your workplace feedback culture evolves over time.

Grow and develop your teams with [Quantum Workplace Feedback](#). >>

4. Develop a coaching culture with regular conversations.

Managers play a pivotal role as coaches in performance. To build long-term and sustainable performance systems, you need to develop a coaching culture within your organization. This starts with regular 1-on-1 meetings that go beyond routine check-ins. These conversations should be focused, high-quality discussions that drive employee performance, development, and engagement.

Your 1-on-1 meetings should be designed to give employees a voice in critical topics and lead to productive conversations. Employees should leave 1-on-1s feeling as though they have clarity about their performance expectations, have trust with their manager, and understand where their current performance stands.

Performance conversations should shift from past-looking to forward-looking. By focusing on development instead of past performance, you help your employees more clearly see their future within the organization.

TECHNOLOGY TIP: If you're still collecting 1-on-1 notes in your notes app, you may be missing the mark. Look for an intuitive software that helps you collect data on goal setting, goal progress, performance, development, workload, engagement, challenges, successes, big ideas, and more.

Facilitate meaningful conversations with [Quantum Workplace 1-on-1s](#).



5. Build a recognition program.

The next step on your performance journey? Create a culture of appreciation and celebration. Recognition has power beyond motivating employee performance. Our research shows frequent, high-quality recognition from peers and managers can improve engagement, retention, and impact.

It's time to move beyond Slack shoutouts (although those are a great starting point!). Your recognition strategy needs to be more than making employees feel valued at key milestones. It should aim to celebrate daily behaviors that matter, communicate the impact of great work, and make peer-to-peer recognition a natural part of your organization's culture.

TECHNOLOGY TIP: Get your recognition out of communication silos. And tie it to employee goals, success, and company values. The right recognition tool can centralize and streamline employee recognition, making it easy for everyone—at any level of your organization—to get involved.

Motivate and celebrate success with [Quantum Workplace Recognition](#).



6. Focus on assessing & nurturing your talent.

The right performance management strategy makes it easier to identify high-potential individuals and nurture their growth. Ensure that every employee receives comprehensive talent assessments on a quarterly basis. This data plays a crucial role in talent development and, later, succession planning.

The right talent review strategy can help HR leaders make smarter talent decisions. The cadence of your assessments should be frequent enough to allow for agile decision making. And your team should work to reduce (or even eliminate) biases in evaluating employee performance). That can be hard to do if your talent assessment process isn't standardized and centrally tracked.

TECHNOLOGY TIP: Quantum Workplace asks managers three simple questions on each talent review to assess employee impact, growth trajectory, and retention risk. These questions are designed to provide HR leaders with a robust and dynamic picture of talent at all levels and roles, allowing proactive action and more informed decision-making.

Objectively identify rising stars & talent risk with [Quantum Workplace Talent Reviews](#). >>

7. Start planning for the future.

Now that the pillars of your performance management strategy are running, you can start looking ahead to the future and developing a robust pipeline of leaders. Enter succession planning, a critical aspect of long-term and continuous performance management.

With this process, you'll be able to identify and groom talent to fill future roles, ensuring the long-term success of your organization. Succession planning isn't just about filling roles (although, having a queue of potential candidates can make filling gaps seamless). The right succession plan also helps you think critically about the career paths you have designed for your talent. Knowing that future leaders have the space and momentum to grow is critical to retaining top performers.

TECHNOLOGY TIP: Go beyond matrix mapping of your roles and start considering the skills, experiences, and mentorships that are needed as employees navigate the career ladder. Then, you can more effectively ensure that your talent has access to the tools and resources they need to fill those roles once they become available.

Plan for your organization's future with [Quantum Workplace Succession Planning](#). >>

8. Streamline your processes & data integration.

Data-driven insights empower effective decision making. At this stage, you can start to streamline your performance processes and data integration. The goal? A centralized dataset from various sources to gain a holistic view of performance.

We're not talking about a Wiki drive with pasted notes and scattered surveys here. Once your performance management strategy is running at scale, you'll need a solid foundation to integrate data from all engagement and performance activities.

TECHNOLOGY TIP: You might think an HRIS solution is a great place to start, especially if your needs are pretty basic. But if your organization wants the power of customization, integration, and a seamless interface, it's unlikely that an HRIS is going to meet those needs. Instead, look for tailored solutions that make performance management easy to implement and give you data that you can report against today, tomorrow, and 18 months from now.

9. Don't neglect your managers.

It's unfortunate that managers often get lost in the performance management mix. They need just as much investment as your employees! Manager capability is essential for successful performance management. Invest in training and support to enhance their skills and ensure consistency in leadership.

At this stage, you should prioritize equipping and empowering your managers with the tools, resources, buy-in, and investment they need not only to succeed themselves, but to drive employee impact across their teams.

TECHNOLOGY TIP: The easiest way to get your managers engaged with performance management is to give them tools they won't hate using. Today's employees expect their technology to be intuitive, thoughtfully designed, and customizable. If you're still working with clunky, disjointed, and siloed software, it may be time for an upgrade.

10. Optimize & scale your systems.

Consider the systems you use for performance management. Are you using spreadsheets? Survey platforms? Notes applications? Purpose-built systems that focus on performance AND engagement often outperform manual processes or generic HRIS solutions. Streamline your processes with technology that aligns with your goals.

CONSIDERATION #5: What kind of tech do you need?

Performance management is a critical function in your organization, and it deserves the right technology to support it. But with a sea of solutions to choose from, navigating the tech landscape can be overwhelming. Here, we'll guide you on selecting the right technology to enhance your performance management system.

Technology Should Solve for Your Pain Points

Performance management should inspire, engage, and connect your teams, not bog you down in administrative tasks. Here's what you should aim to solve.



Reduce Administrative Burden for HR

Don't struggle with bare minimum tools. Let technology ease the administrative load, allowing HR to focus on strategic initiatives.



Empower Managers to Drive Performance

Clunky tools and systems won't cut it. Equip managers with tools that make facilitating performance conversations easier and more impactful.



Meet Employees Where They Are

It's essential that managers and employees can easily access and use the performance management system. Look for tools designed to boost transparency, alignment, and connection.

Finding the Right Fit: Prioritizing Your Needs

There's no shortage of solutions out there, but the key is to stay focused on your priorities. Your performance management system should make life easier for everyone, fitting seamlessly into daily workflows.

SEEK A SUPPORTIVE PARTNER, NOT JUST A TOOL

Don't just settle for a tool, even if that tool gets the job done. Seek a partner that understands your goals and is committed to supporting your journey towards a more effective performance management system.

GETTING STARTED

- 1. Assess your current solutions:** Identify what's working and what's not with your current tools. Evaluate adoption rates, the quality, and accuracy of information, and how well leaders use this data for decision-making.
- 2. Understand the needs of different groups:** Consider the unique needs of leaders, HR, managers, and employees. Ensure that the chosen technology caters to all these stakeholders effectively.
- 3. Ask about integrations:** Investigate how potential tools will sync up with your current systems. A seamless flow of data between different platforms can streamline your processes.
- 4. Get input from your stakeholders:** Conduct focus groups, surveys, and interviews to gather insights from those who will be using the system. Their input is invaluable in shaping your decision.
- 5. Think forward:** Consider your organization's future needs. How will your requirements change over time? Select technology that can adapt and grow with you.

Evaluating the Pros & Cons of Different Performance Systems

Now, let's explore the pros and cons of different performance management systems to help you make an informed choice.

TOOL	PROS	CONS
Manual (documents, spreadsheets, etc.)	<ul style="list-style-type: none">» Low cost» Familiar to most users	<ul style="list-style-type: none">» Prone to errors» Limited scalability» Poor data security» Lack of visibility
HRIS	<ul style="list-style-type: none">» Centralized HR data» Integration potential» Compliance management	<ul style="list-style-type: none">» Often lacks performance-specific features» May require extensive customization
Performance-Only Platforms	<ul style="list-style-type: none">» Tailored for performance» Good user experience» Built-in analytics	<ul style="list-style-type: none">» Limited scope beyond performance» May require integration with other HR tools
Integrated Employee Success Platforms (Like Quantum Workplace)	<ul style="list-style-type: none">» Comprehensive solution» Seamless integration of performance with engagement» Analytics-driven insights	<ul style="list-style-type: none">» May require a learning curve for full utilization» Potentially higher initial investment

Remember, there's no one-size-fits-all answer. Your choice should align with your organization's unique needs, culture, and growth aspirations. The right technology can transform performance management from a cumbersome task into a strategic advantage.

CONSIDERATION #6:

What are some must-have features and capabilities?

Selecting the right performance management system involves considering a range of features and capabilities. Here are the essential elements to prioritize when choosing the technology that will help your organization thrive.

- ✓ **Easy to onboard, adopt, & use:** An intuitive interface that caters to leaders, HR, managers, and employees ensures smooth adoption and engagement.
- ✓ **Flexibility to align with your strategy & culture:** Your chosen system should adapt to your organization's unique performance management strategy and culture.
- ✓ **Connected features & data:** Connectivity that syncs goals and 1-on-1s, ties recognition to goals, etc. for a holistic view of performance. Effortlessly link performance and engagement data to understand the connection between them.
- ✓ **Integration with existing tools:** Seamless integration with your HRIS, communication tools, and other systems streamlines processes and data flow.
- ✓ **Mobile access:** Access on-the-go is vital in today's dynamic work environment, allowing employees to engage from anywhere.
- ✓ **Reporting & analytics:** Robust reporting capabilities help track usage and adoption, enabling data-driven decision-making.
- ✓ **Best practice content:** Access to a repository of best practices that can guide your performance management strategy. And resources and support that facilitate onboarding and drive user adoption to help you navigate the transition.
- ✓ **Responsiveness to feedback:** A commitment to innovation and responsiveness to customer feedback leads to an evolving and improving product.
- ✓ **A partner you can rely on.** Look for subject matter expertise, ongoing coaching and guidance, and timely tech support (for ALL users) to boost your efforts and instill confidence in your team.
- ✓ **A vendor with a great culture:** Choose a vendor whose values align with yours, creating a partnership built on shared principles.

CONSIDERATION #7:

What does successful change look like?

Implementing a new performance management system can feel like a daunting task, but remember, you don't need to revolutionize your entire approach overnight. Success lies in gradual progress and mindful change management.

HOW TO IMPLEMENT: A ROADMAP FOR SUCCESS

PRIORITIZE

Start by identifying your organization's most pressing needs. Prioritize them and focus on your top priority first. Define the desired behaviors, set goals, and leverage platform features to lay the foundation.

SCALE

As you achieve your initial goals, expand your efforts to incorporate deeper capabilities. Gather feedback from users to optimize your strategies. The aim is to solidify the behaviors you've set out to establish.

PROGRESS

Don't stop at your initial priorities if you're meeting your goals. Move on to the next item on your list and repeat the process. As you add features and capabilities, consider how to leverage the wealth of data at your disposal for insightful analysis.

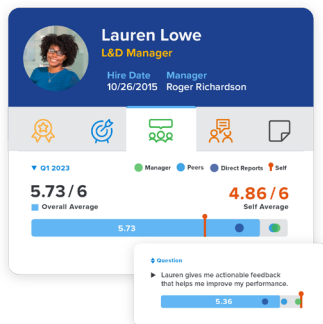
How to Communicate: Transparent Change Management

1. **Define your "why":** Ensure everyone is clear and aligned on the purpose behind the changes. Communicate the reasons and expected benefits of the new performance management system.
2. **Engage stakeholders:** Maintain communication with stakeholders before, during, and after the launch. Keep them informed and involved in the process.
3. **Offer training and support:** Partner with your chosen platform to provide adequate training and support for users. A supportive partner can make the transition smoother.
4. **Align with mission, values, culture:** Connect the changes back to your organization's mission, values, culture, and strategic priorities. Reinforce how these changes align with your broader goals.
5. **Encourage flexibility:** Emphasize adaptability and flexibility in your approach. Acknowledge that not everything will go perfectly, but the ability to adapt is key to success.
6. **Collect feedback:** Establish mechanisms for collecting feedback from users. Use this feedback to fine-tune your approach and address any issues promptly.
7. **Adapt and evolve:** Be prepared to evolve your strategy as needed. The journey towards a successful performance management system is an ongoing one, and adjustments will likely be necessary.

Evolve your approach to employee performance.

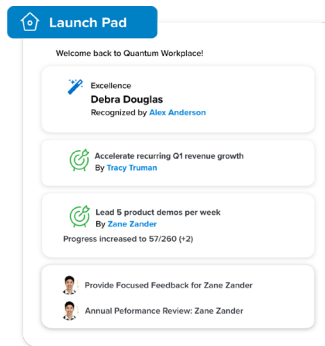
Partner with Quantum Workplace to optimize your employee experience, inspire employee impact, and create a culture that attracts and retains top talent.

PERFORMANCE FEATURES YOU (AND YOUR TEAMS!) WILL LOVE



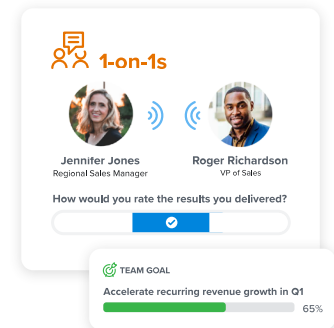
Performance Snapshot:

Get a holistic view of any employee's impact at-a-glance across all performance tools.



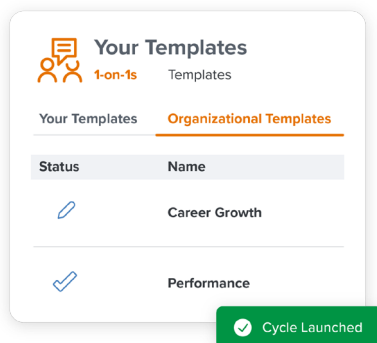
Activity Feed:

Create visibility and alignment across the organization on goal progress, and celebrate success together.



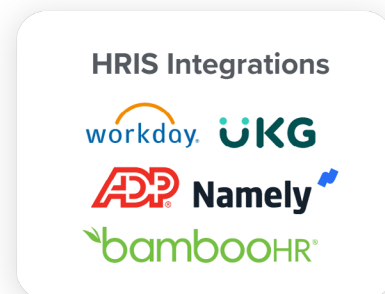
Conversation Boosters:

Track progress and connect the dots between Feedback and Goals in 1-on-1s.



Customizable Templates:

Create templates that perfectly reflect your culture and deliver on your HR strategy across 1-on-1s, Feedback, Goals, and more.



Integrations Across Your Existing Toolset:

Amplify program communications and usage with HRIS and productivity tool integrations for Slack, Teams, and more.

Build your culture of employee success.



Understand and improve employee experience

Capture employee voice, uncover meaningful insights, & take targeted action to boost engagement.

- » Engagement
- » Lifecycle
- » Pulse



Develop effective managers and employees.

Humanize performance and empower managers as coaches to effectively engage & develop your teams.

- » Recognition
- » 1-on-1s
- » Goals
- » Talent Reviews
- » Succession Planning
- » Feedback

YOUR UNRIVALED PARTNER IN EMPLOYEE SUCCESS.

WE HELP YOU UNCOVER MEANING

Leverage our expertise, analytics, and benchmarking to help you make sense of feedback and truly understand the meaning behind it.

WE MAKE ACTION EASY

Lean on our solutions to surface critical insights for your leaders, reduce headaches for HR, and integrate into team workflows.

WE'RE A PARTNER YOU CAN RELY ON

Feel what it's like to have a strategic partner by your side with guidance and focus to help you make work better every day.

[Get Your Demo!](#)

TRUSTED BY 10,000+ BEST PLACES TO WORK



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