# Role of Communication &
# Power of Automation in
# Creating High Performance Culture

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Best Human Capital / Talent
Management Solution

# Speaker

**Speaker**



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Vice President at Annexmed Pvt. Ltd.

# House Keeping Instructions

- ✓ All phones are set to mute. If you have any questions, please type them in the chat window located beside the presentation panel.

- ✓ We have already received several questions from the registrants, which will be answered by the speakers during Q&A session.

- ✓ We will continue to collect more questions during the session as we receive and will try to answer them during today's session.

- ✓ In case you do not receive answers to your questions today, you will certainly receive answers via email shortly.

- ✓ Thank you for your participation and enjoy the session.

**Performance**
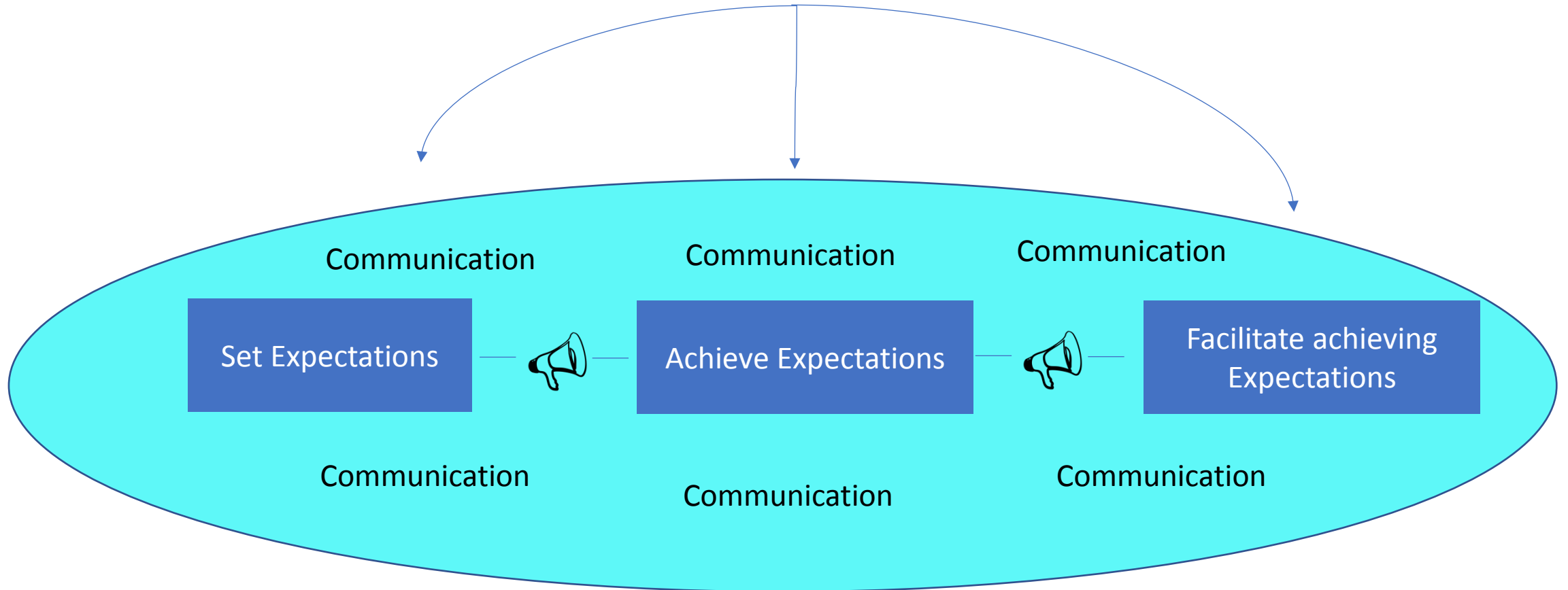
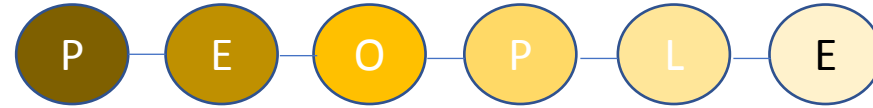**Communication**

**Automation**

# What is Performance?

- Organizations exist to achieve a purpose / vision / mission

- Explicitly stated or implicitly understood

- Achieve by deploying three resources –

  - Money

  - Materials &

  - Manpower

- Human resources uses other resources to achieve objectives

- How well organizations perform is dependent on how well human resources perform

- People Performance = Organization's Performance

# Crucial factor that impacts People Performance

# Impact of Communication on Performance - A Corporate Leadership Council Survey

## Performance Drivers – Positive Impact on Performance
### A – Level Performance Drivers
(In rank order by impact on Performance.  Having 25% or greater positive impact on performance.)

1. **Fairness and accuracy of informal feedback***
2. Risk taking
3. **Emphasis (in formal) on performance strengths**
4. *Employee understanding of performance standards*
5. **Internal communication**
6. *Manager knowledgeable about performance*
7. Opportunity to work on things you do best
8. **Feedback that helps employees do their jobs better**
9. Opportunity to work for a strong executive team
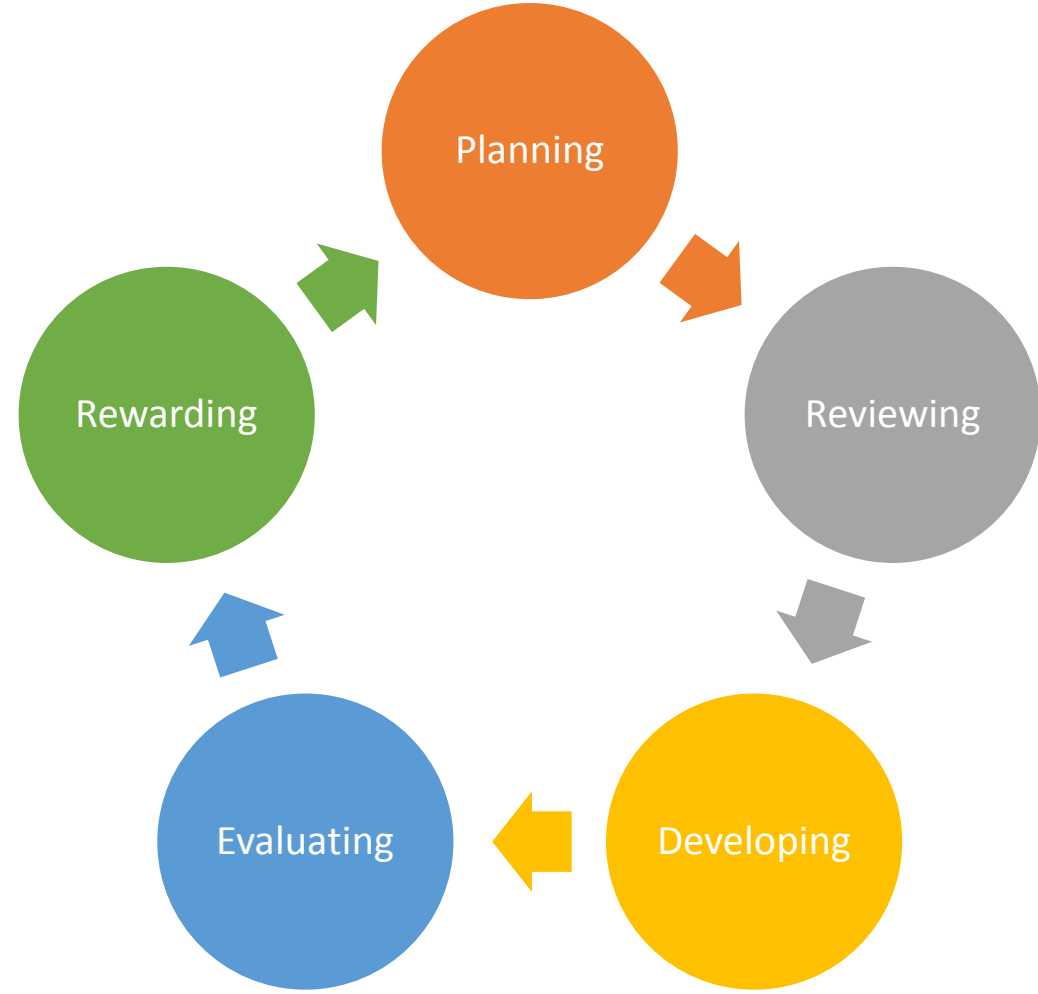
**\*** Emphasis added

Source:  Corporate Leadership Council Survey 2002 Performance Management Survey Study: Building The High Performance Workforce:
*A Quantitative Analysis of the Effectiveness of Performance Management Strategies*

PerformanceDrivers CLCSurvey2002.pdf

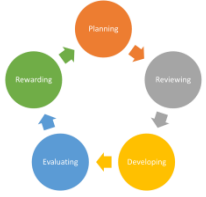# Phases of Performance Management Cycle

# Impact of Communication in Planning
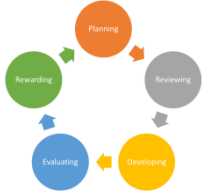
**Planning**

**To achieve organizational objectives**

- What to achieve — Performance Expectations

- Who should achieve — Primary owners, Secondary owners

- How well achieved — Performance Metrics

- How to achieve — Shared vision

Reviewing

**Objectives & Performance**

- Changing objectives       –       VUCA World

- Group / Indiv. Per. Review       –       Millennial workforce

# Impact of Communication in Developing

**Developing**    **HR Infrastructure for People Development**

- Development of HR Programs    –    Career Tracks, Career Growth, Promotion Guidelines, Learning & Development

- Effective communication    –    Awareness level / accessibility of information

# Impact of Communication in Evaluating

**Evaluating**

**Achievement against elements & standards agreed upon**

- Express one's performance — Self assessment

- Apply principles of giving feedback — Fact based / data driven / objective / less subjective

- Escalate dissatisfaction — Grievance handling

# Impact of Communication in Rewarding

**Rewarding**

**Recognition**

- Sound culture                 –     Fairness / transparency / equity / parity

- Acknowledge                   –     Incentives, increments, Promotion, non monetary rewards

- Manage performance      –     Top, consistent & poor performance

# How Automation can power a high performance culture?

**Common Advantages** –

Multiple geographies / artificial borders within organizations can be overcome

Instant communication to target individual / group

Dynamics of constant movement and shuffling of team members / managers / changes in roles and responsibilities / matrix reporting / multiple managers for the same performance period etc.,

Auto links to other aspects like attendance, utilization, skills known, previous projects, technologies worked on, trainings completed, skill gaps, disciplinary action, career progression

Ensure process adherence

Easy for every one to do their respective tasks

# Impact of Automation in Planning

**Planning**

Ability to cascade goals from Org. Head -> Dept. Heads -> Sub Groups -> Teams -> Individual Members

Allocation of key areas / priorities with appropriate weightage

Different stakeholders can be assigned different weightages automatically

Hard coded, easily accessible, performance metrics available for reference

Setting of goals / negotiating and freezing on goals

Intelligent tools to facilitate manager in setting appropriate goals

## Reviewing

Any change in objectives, goals, priorities due to changed business exigencies can me made easily and communicated on the fly

Managers can review goals / progress made not just by direct reportees but that of the next level too

Expectation of millennial workforce like informal, instant, continuous feedback can be easily achieved, achievements shared across groups / org. etc.

## Developing

All aspects related to training & development, stretch roles, skill sets, projects worked on, career progression

## Evaluating

Both employee and manager able to pull out fact based, data oriented information

Do away with individual biases, halo effect and other aspects that bring in factors of subjectivity in assessments

Auto escalation of disagreements – maintain transparency and fairness

# Impact of Automation in Rewarding

**Rewarding**

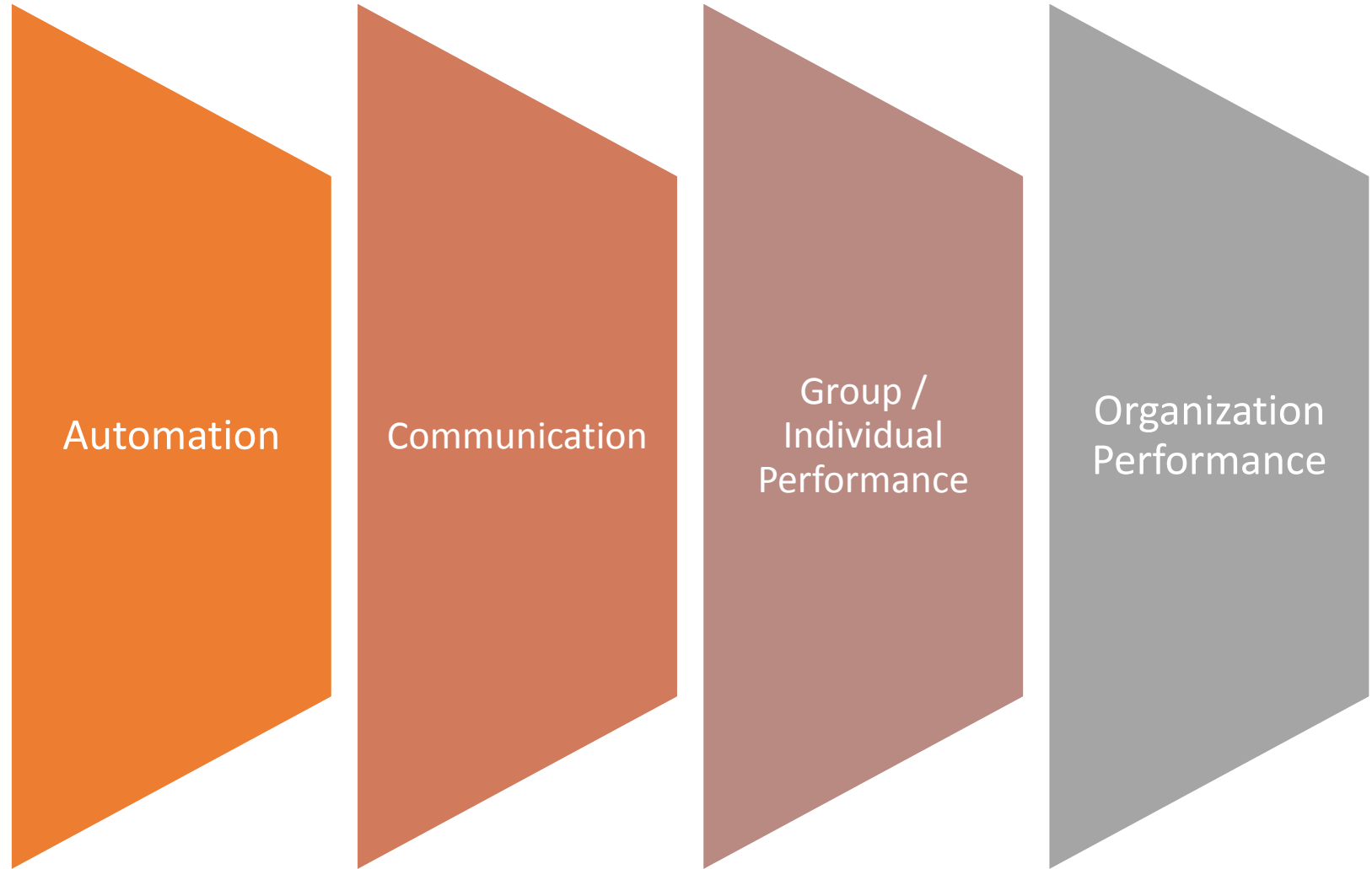Avoids individual biases / errors in calculations, arriving at eligibility list etc.

Relevant data captured that could impact monetary / non monetary rewards for future use

Recognition can be made public

Reprimands can be made private

Escalations can be made to skip level managers

Peers can acknowledge contribution by people outside of their teams

# Thank You!

my Linked in profile    Chandru Chakrapani