

# Performance Management Best Practices for Agents, Leaders and Managers



Paul Turner  
September 2021



# Power of People

Technology convergence and innovation continue to reshape the WEM market. Engaged employees are essential to achieve customer service ambitions and overall customer experience.

Gartner 2020

# 71%

of executives say that employee engagement is critical to their company's success.

FastTrack360

# 69%

of employees say they'd work harder if they were better appreciated

HubSpot

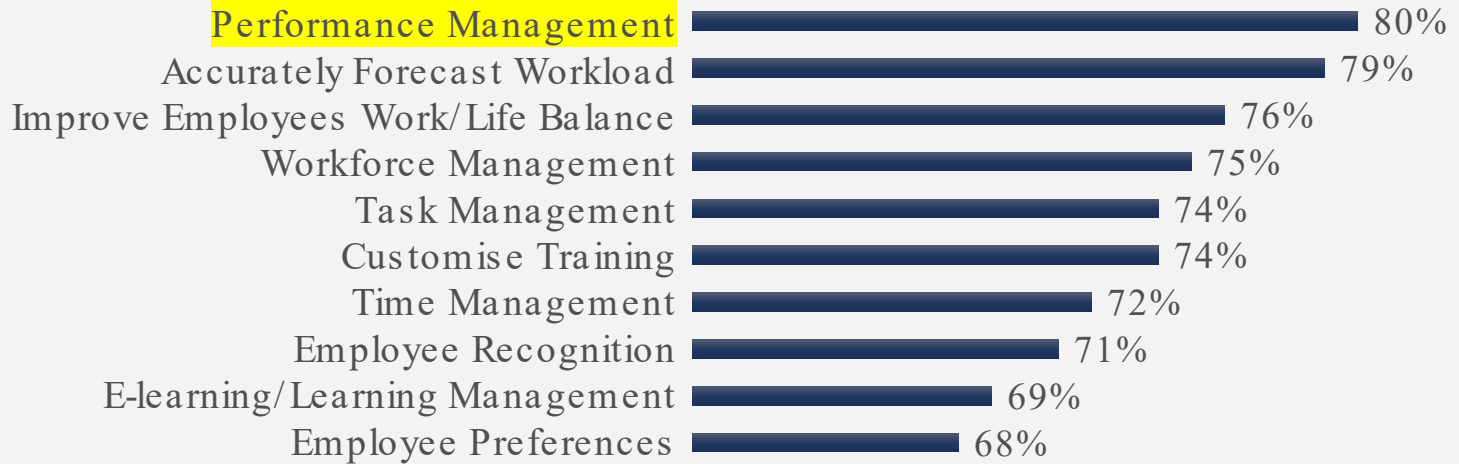


 GENESYS™

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# Market assessment study

## CHARTER 3: IMPORTANCE OF SOLUTION CAPABILITIES



Q: select the capability you consider MOST important to improving and maintaining workforce engagement?

# What pain points do we see when there are no Employee Performance tools?

- \*High employee turnover, low service levels and low employee engagement.
- \*Lack of visibility, consolidation and utility in performance and development data.
- \*Workflow inefficiencies within and across functional areas involved with employee experience.

# How Performance Management Fits in the Operational Processes.



The understanding of the expectations, alignment and commitment of the employees towards the strategic goals of the organisation.

Measure Success

Employee Engagement

Interaction Understanding

Predicted Customer Intent

Employee Onboarding

Employee Segmentation

# How Performance Management Fits in the Operational Processes.



Belonging

The sense of respect, community and belonging that an employee has towards their leader and the organisation.

Interaction Outcomes

Employee Feedback

Customer Feedback

Quality Assurance

# How Performance Management Fits in the Operational Processes.



Growth

The support, development and growth opportunities that an employee receive from the organisation.

Reward and Recognition

Execute Customer Engagement

Drive Employee Engagement

Coach and Evaluate

Develop and Train






Belonging

The sense of respect, community and belonging that an employee has towards their leader and the organisation.



Alignment

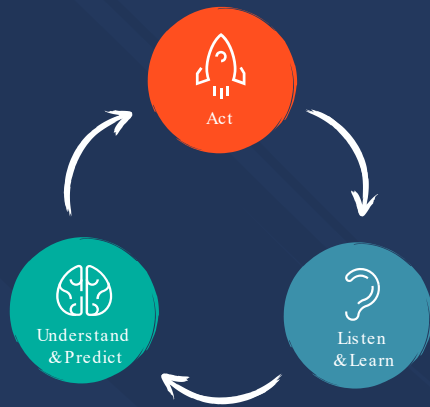
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Growth

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# Leverage Technology to drive Performance Management



Self Service...

Single View...

Simple Scoring...

Personalise...

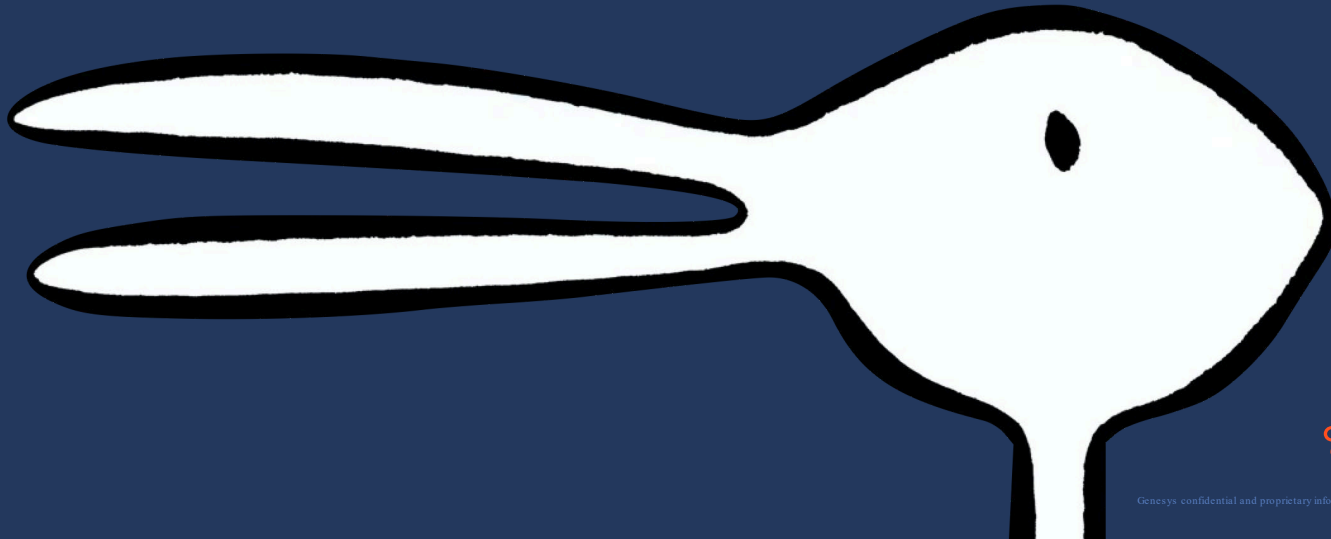
Integrate...

The screenshot shows a performance dashboard for Andrew Boland, a Sales Engineer and Solution Architect. The interface includes a navigation menu at the top with options like Activity, Directory, Documents, Performance, Reports, Apps, and Admin. The main content is divided into several sections:

- Profile:** Andrew Boland's profile picture and name are at the top left.
- Today's Schedule:** A list of activities for the current day, including 'On Queue' and 'Break' with durations and times.
- Scorecard Summary:** A section with tabs for Performance, 4 Week Trend, and 13 Week Trend. It displays 'Daily Points Total' as 1,300 and 'All Time Total Points' as 32,307. A 'Day of Week Average' is shown as 339.
- Personal Bests:** A grid showing performance highlights for 'You' and 'Overall', such as 'Best Day' (2,734 points) and 'Best Month' (12,493 points).
- Coaching Appointments:** A list of upcoming coaching sessions, including a 30-minute review of a hold on a call and a quick chat.
- Assigned Modules:** A section for training modules, with one module 'Beyond: Best Practices - Customer Service Representatives' due this week.

# Technology Shifting the Paradigm

- \* Performance Management = Workforce Engagement = Workforce Transformation.
- \* Your human capital is an asset, not a cost.
- \* Let your humans do what they do best, let technology fill the gaps!



Unleash the power of people



Thanks 😊

