

# Transforming Performance Management

## with the PeopleFluent Talent Productivity Platform



**Company:**  
Investor-owned U.S.  
utility company



**Industry:**  
Utilities



**Employees:**  
11,000



**Challenge:**

- Self-evaluation and review cycle wasn't improving performance.
- Employees perceived the process as cumbersome and ineffective.



**Resolution:**

- Adopted modern performance management and emphasized conversations
- Used the Talent Productivity Platform to enable continuous feedback and transparent communications



**Key Benefit:**

- Fourfold increase in manager-employee conversations

### What Employees Want from Performance Management

When you have 11,000 employees, changing your approach to performance management is no small undertaking. This is a story about how one of the largest investor-owned utility companies in the United States did just that.

Recognizing that their annual self-evaluation cycle was not improving performance, they engaged a leading HR consulting company to develop a new program to support meaningful feedback on a more frequent basis—with the goal of helping employees thrive in the workplace.

The new program was designed to be both transparent and future-focused. Instead of focusing on past performance, they shifted the emphasis on career goals and aspirations. In this way, the company aimed to drive development through more frequent and more broadly focused conversations between employees and managers.

An employee survey revealed that their employees found the existing process to be cumbersome, ineffective, tedious, and difficult. What employees—and HR—wanted was something simple, fair, effective, meaningful, and efficient.

So they turned to PeopleFluent.

### Unifying the Performance Management Experience for Managers and Employees

For nearly a decade the company had used PeopleFluent Performance to manage their traditional review process, and they knew it was flexible enough to accommodate their new process.

As part of the transition, they also took advantage of the Talent Productivity Platform, launching a single, unified workspace for managers and employees alike. This enabled all 11,000 employees to efficiently execute performance management tasks and access how-to videos and other contextual information right in the workflow.

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*To be effective, performance management should be simple, efficient, and meaningful. The same is true of the system that supports it.”*

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With the Talent Productivity Platform in place, the company is able to

- Clarify the role of performance management in an employee's career
- Better support manager-employee conversations
- Communicate employee development opportunities
- Ensure people know about key dates and milestones
- Create transparency across the performance management process.

The end result: A meaningful performance management experience across divisions, locations, and roles.

## Increasing Company-Wide Communication and Performance Conversations

Using the Talent Productivity Platform as the primary communication tool for their workforce, the company was able to deliver a unified, yet personalized experience for all its performance management needs.

Today, the company benefits from a company-wide improvement in communication, including more frequent—and higher quality—performance conversations. In fact, **managers and employees are holding four times more performance conversations** than before launching their new program.

As their performance process evolves, PeopleFluent will be there to further refine the employee and manager experience—reinforcing and enhancing their culture of future-focused conversations and employee development.

### Learn More

Find out how the PeopleFluent Talent Productivity Platform can support your workflow.

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### About PeopleFluent

As a market leader in human resources solutions for the digital enterprise, PeopleFluent helps companies build and power a productive workforce. We serve the global market, with specific capabilities for healthcare, financial services, manufacturing, and retail. Our cloud-based software solutions adapt to complex and unique talent processes, while clarifying their strategic value.

Our Talent Productivity Platform unifies talent acquisition and talent management into a single, collaborative experience that attracts the best candidates, helps managers make better decisions, and empowers employees to grow their careers.

PeopleFluent works with large and multinational organizations across 214 countries and territories—including 80% of the Fortune 100.



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