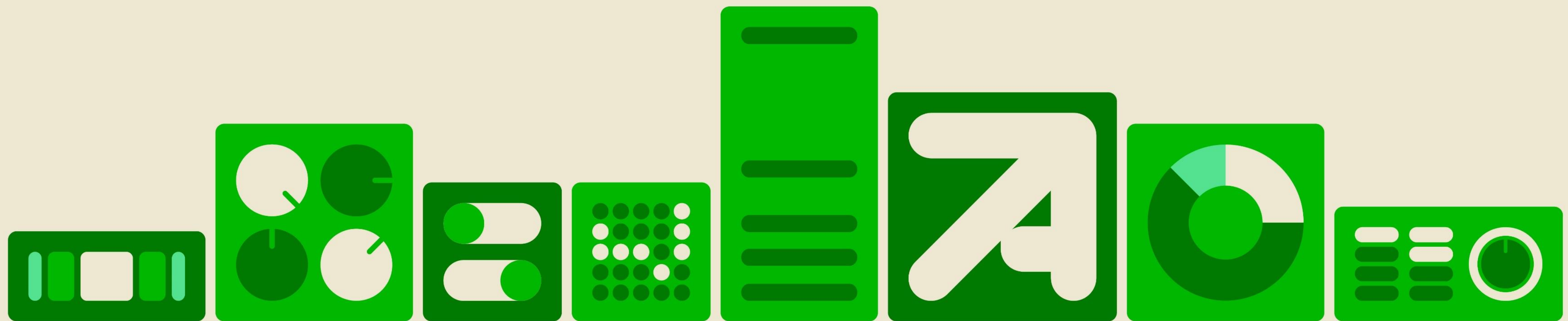


INTERIM PERFORMANCE MANAGEMENT PROCESS (PMP)– 2024/ 25

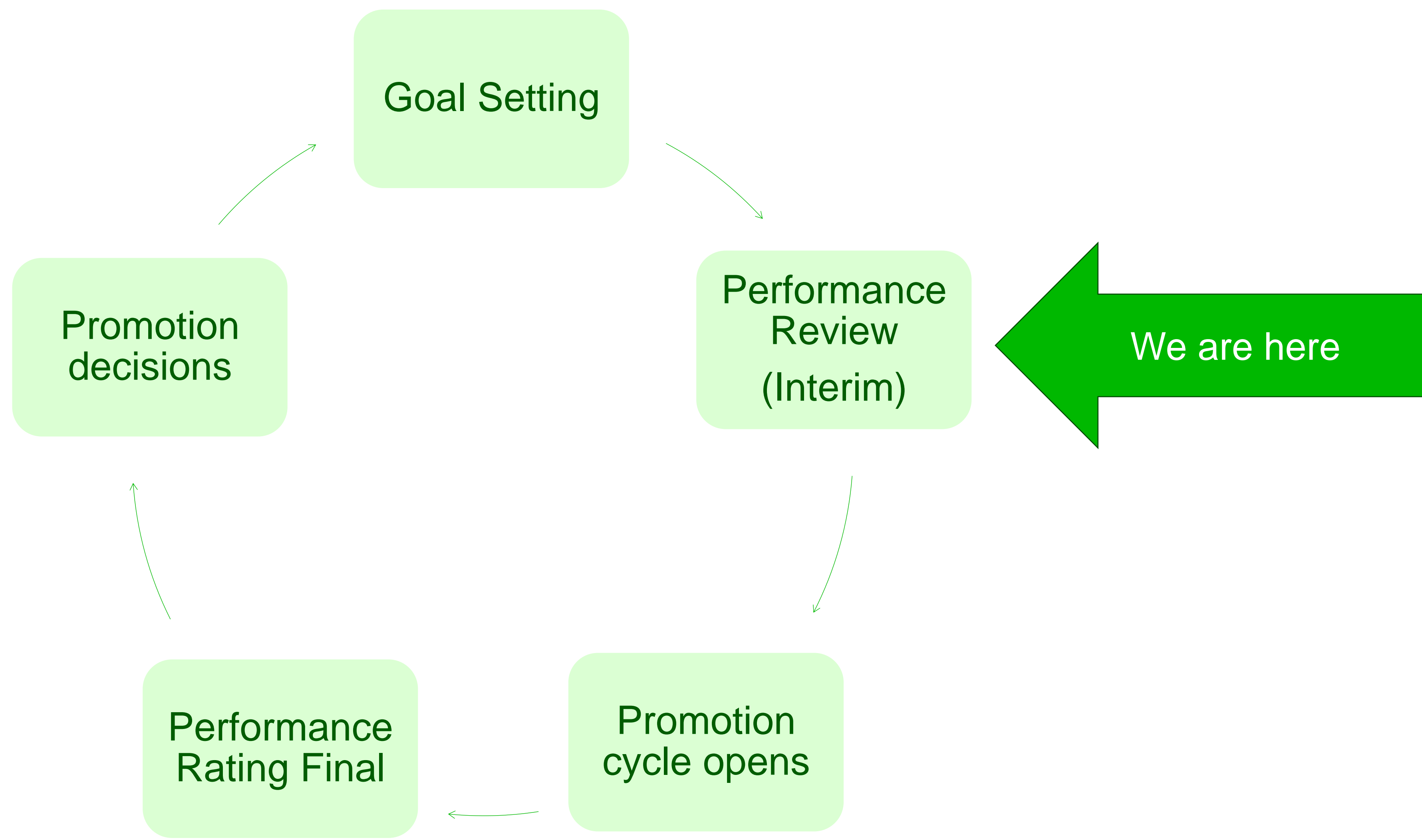
JANUARY 2025



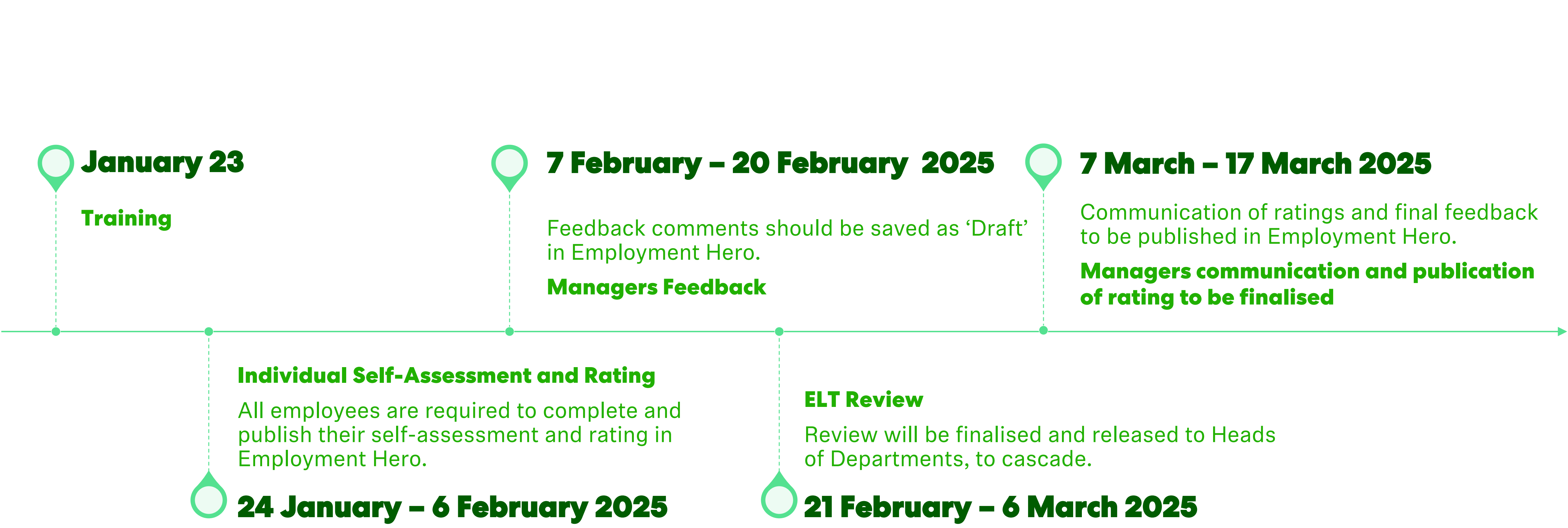
PART ONE – PERFORMANCE MANAGEMENT PROCESS



HR Career process – with Interim PMP



TIMELINE FOR INTERIM PMP PROCESS



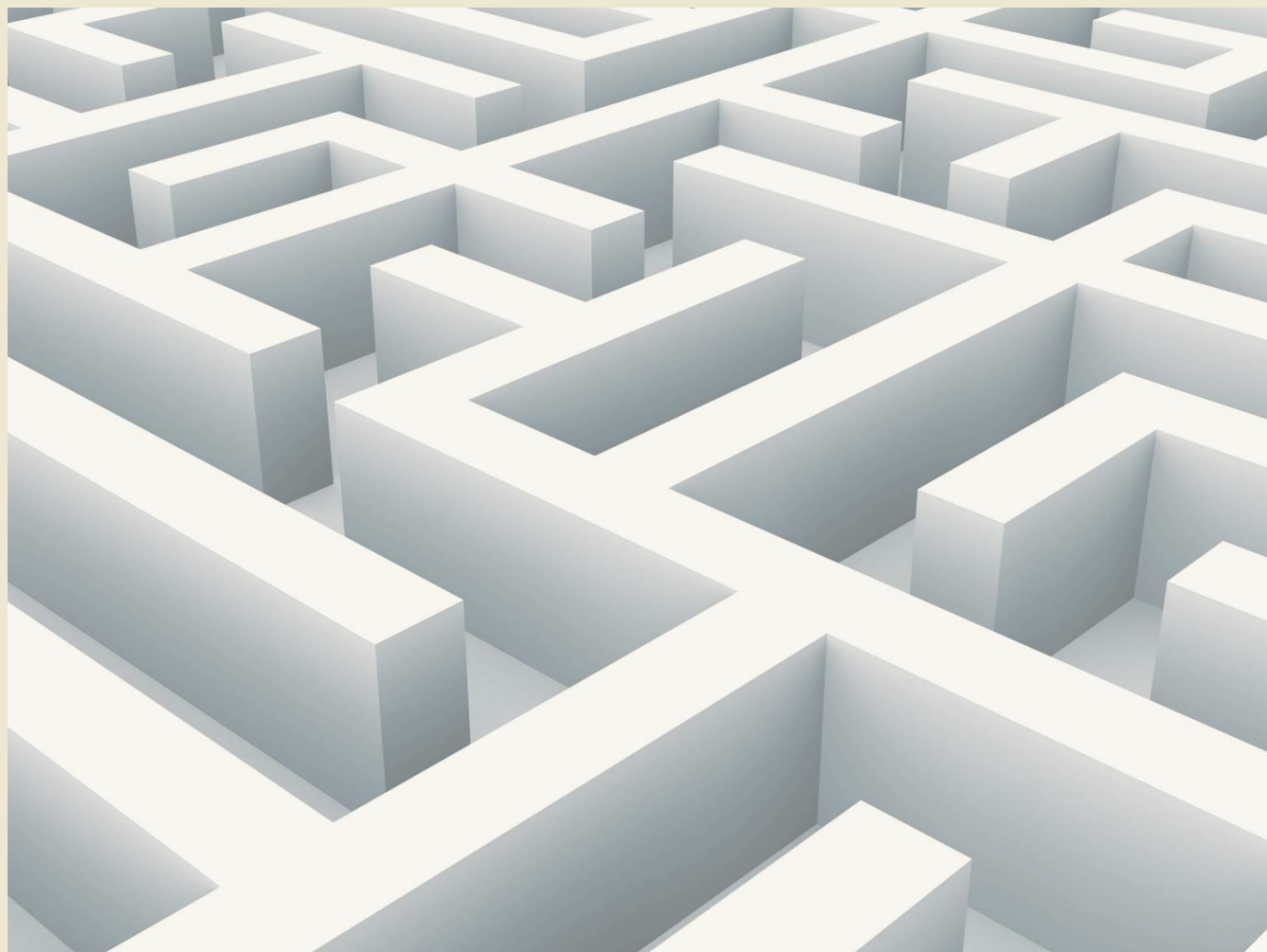
ISSUES IDENTIFIED WITH PMP

1. We understand that not everyone has individual goals currently set and they are still being defined

Goals – this may be your teams' goals and targets.
For this period, you can define your contributions to the teams' goals.

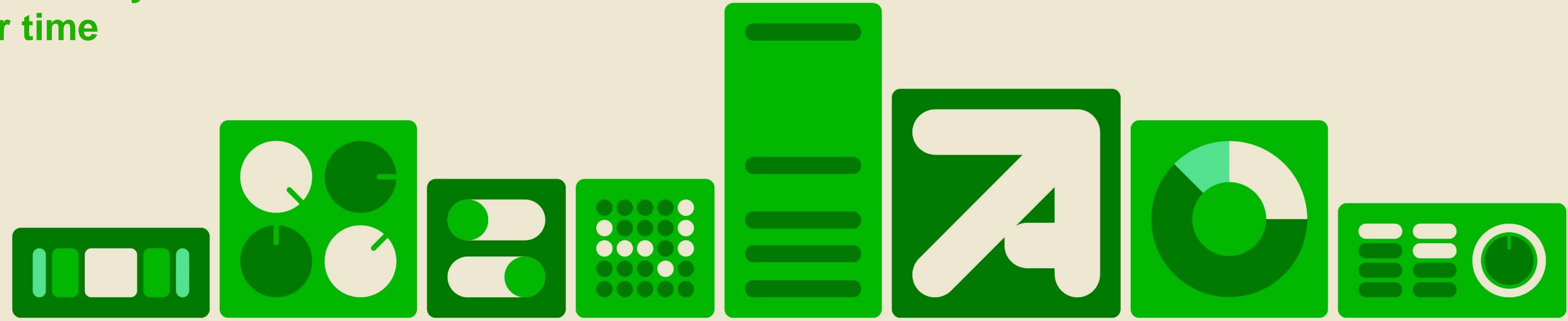
Work with your team manager to define these more closely.
They will evolve over time

2. Lack of Transparency – what impact does the PMP rating have?

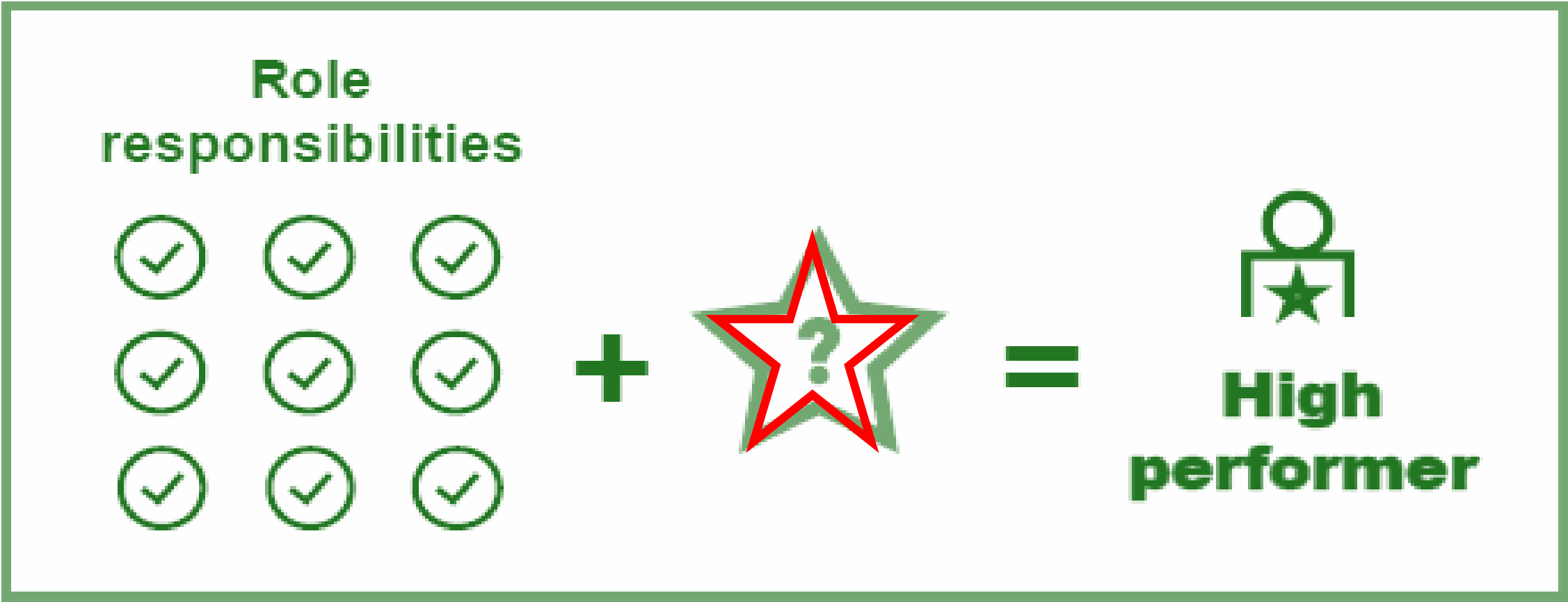


How is my Performance rating assessed?

What is the impact of my PMP rating?



Define Core Performer VS High Performer



Attributes of a Core Performer?

Attributes of “High performer”

- ★ **Exceed goals AND**
- ★ **Has out sized impact on business value AND**
- ★ **Demonstrates key behaviours in three critical areas:**
 - Steps outside responsibilities **OR**
 - Recognized as expert, mentor and teacher **OR**
 - Continuous improvement



Amira

Sr. account manager

- ✓ Exceeded targets
- ✓ Improved revenue through new quicker, consistent processes
- ✓ Recognized as SME and mentor

Attributes of “Core performer”

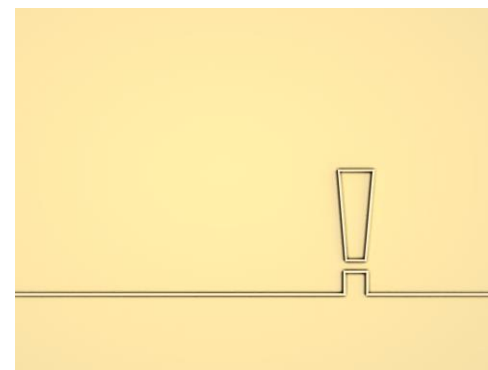
- Consistently meets goals
- Reliably completes work on time and requires minimal supervision
- Role model of company values – Passion, Innovation, Positivity, Trustworthy, Teamwork, Data Driven



Chris

Sr. account manager

- ✓ Achieved targets
- ✓ Excellent client and peer feedback
- ✓ Developed new skills around contract negotiation



Not all core performers want to become high performers.

If they do, HR can only provide them with general criteria.

HoDs need to work with your C-suite to define ‘high performer’ metrics in different departments.

Process – Showcase achievements

Q1: Goal progress

Q2: Business Value (Outcome)

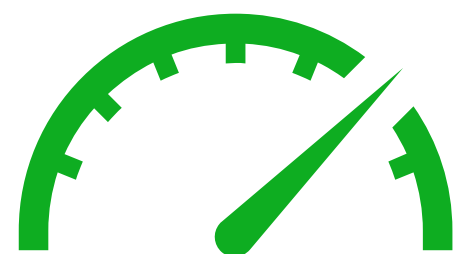
Q3: Actions

Q4: Career goal

PMP QUESTIONS	
List briefly your goals / KPI's / OKR's for 2024. Describe how you progressed with these goals so far for the period	
The five business values are: revenue, cost, experience, organizational capability, and compliance. What is the impact to the business value(s) and describe the actions you have taken to achieve this business value. E.g.: Costs saved by 10% or revenue increased by 15% through new, quicker, consistent processes	
Attributes of high performers are: 1. Taking on work outside of your Position Description, or 2. Act as a mentor, subject matter expert and / or teacher, or 3. Demonstrated actions of continuous improvement. Choose the ones you believe you have contributed to and describe your contribution	
What are your personal career goals?	

Q1 - Goals / KPI's / Targets / OKR's

Question One



How do we measure performance?



The first step is to understand where you are up to against your goals / targets / KPI's / OKR's



List briefly your goals / KPI's / OKR's for this period.
Describe how you progressed with these goals so far for the year.

Employment Hero

Write down your goals / targets / KPI's / OKR's

**work with your manager to define these have not been fully defined for you

Measure your success

This is your opportunity to showcase how you have progressed with your work, against your targets

Feedback

Your manager should provide feedback on changing priorities, roadblocks and your progress

Overall - Showcase your success

You should provide information about your successes and reasons for not reaching targets.

Q2 - The Business Values

Question Two

The five business values are:

revenue, cost, experience, organizational capability, and compliance.

What is the impact to the business value(s) and describe the actions you have taken to achieve this business value.

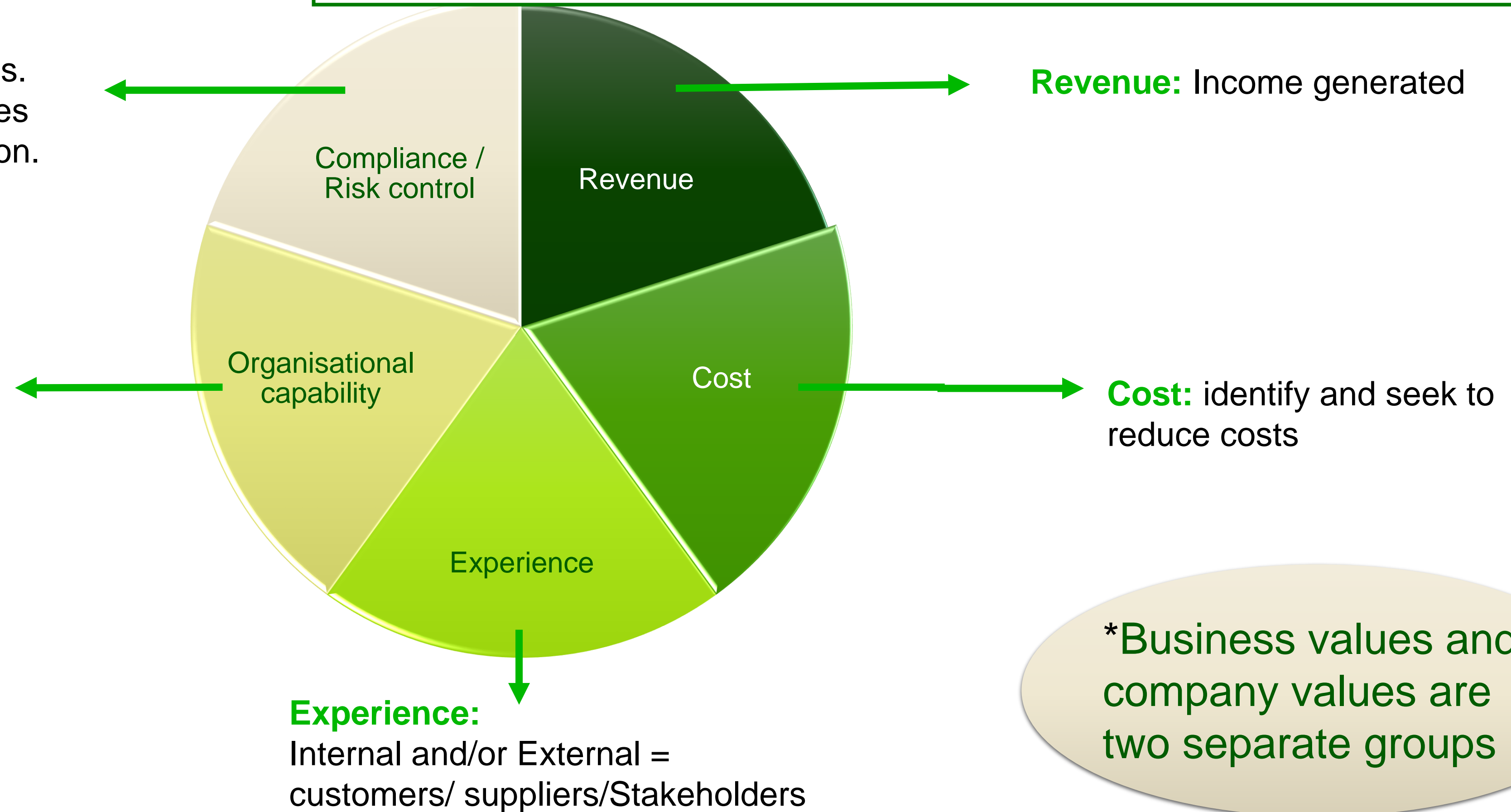
E.g.: Costs saved by 10% or revenue increased by 15% through new, quicker, consistent processes

Compliance:

- Adherence to legal, regulatory requirements, and internal policies.
- Identifies, assesses, and mitigates potential threats to the organization.

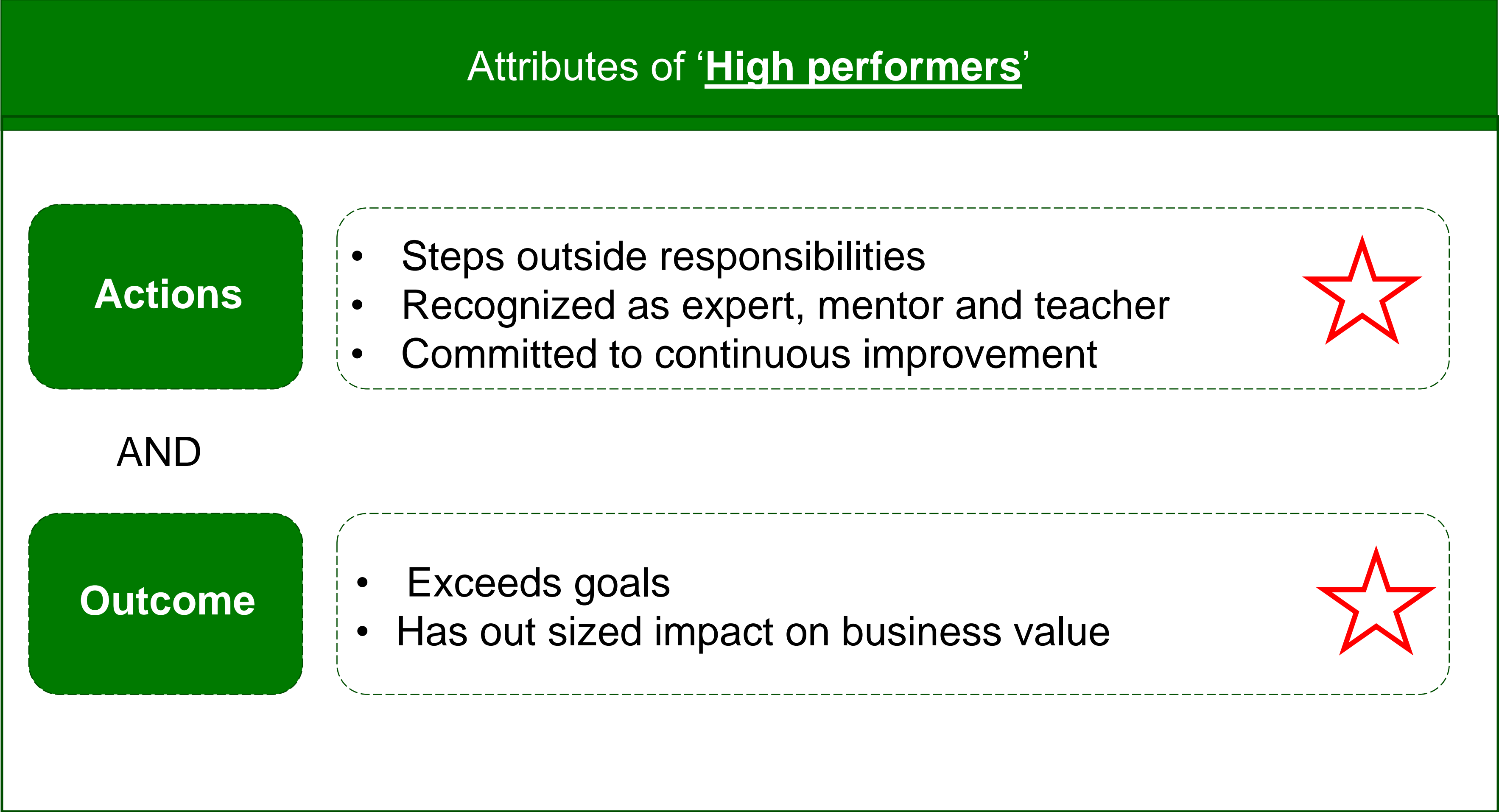
Organisational Capability

Contribute to the effective utilization of the company's resources.



*Business values and company values are two separate groups

High Performer -criteria



Q3 - What makes a High Performer?



Question 3

Attributes of high performers are:



1. Taking on work outside of your Position Description OR
2. Act as a mentor, subject matter expert and / or teacher OR
3. Committed to continuous improvement.



Pick the ones you believe you have contributed to and describe your contribution

What does it mean to be a Core Performer?

Core Performers are the backbone of the company

- Consistently meets goals
- Requires minimal supervision
- Assumes additional responsibilities when asked
- Reliably completes work accurately and on time
- Role model of company values – Passion, Innovation, Positivity, Trustworthy, Teamwork, Data Driven

 	<ul style="list-style-type: none">✓ Exceeded targets✓ Improved revenue through new quicker, consistent processes✓ Recognized as SME and mentor
Amira Sr. account manager	

 	<ul style="list-style-type: none">✓ Achieved targets✓ Excellent client and peer feedback✓ Developed new skills around contract negotiation
Chris Sr. account manager	

Q4 - Personal career goals

Question 4 - What are your personal career goals?

Define what you want to achieve in your own career

- ☐ Higher level / more challenging work
 - ☐ Expanded responsibilities
 - ☐ Promotion



The future is in your hands

RATINGS SCALE

5

High Performer

4

High Performer

3

Core Performer

2

On-the-job training and SoP training required, possible PIP

1

Performance Improvement Plan (PIP)

High Performers and Core Performers

Attributes of High Performers

ACTIONS

- Steps outside responsibilities
- Recognized as expert, mentor and teacher
- Committed to continuous improvement

OUTCOMES

- Exceeds goals
- Has out sized impact on business value

High performers rating: 4 - 5

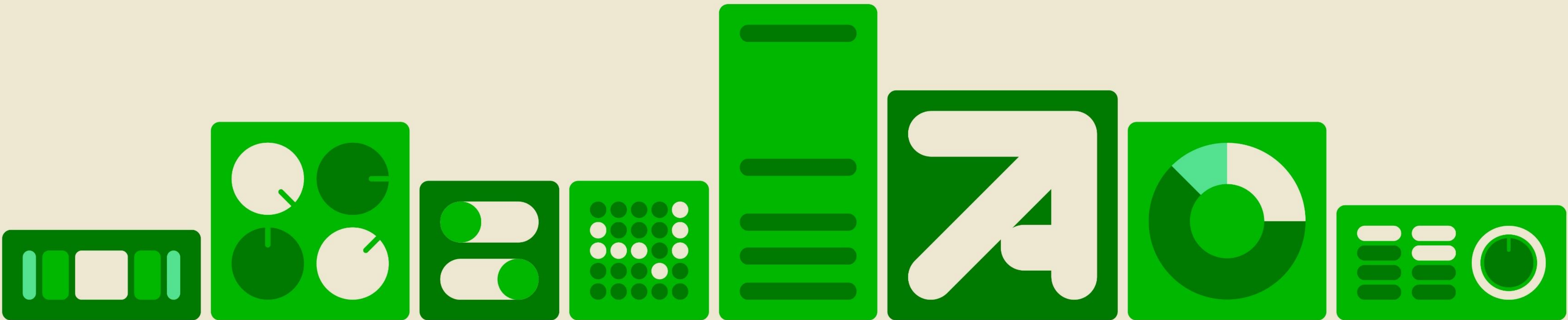
Attributes of Core Performers

- Consistently meets goals
- Requires minimal supervision
- Assumes additional responsibilities when asked
- Reliably completes work accurately and on time
- Role model of company values – Passion, Innovation, Positivity, Trustworthy, Teamwork, Data Driven

Core Performers rating: 3

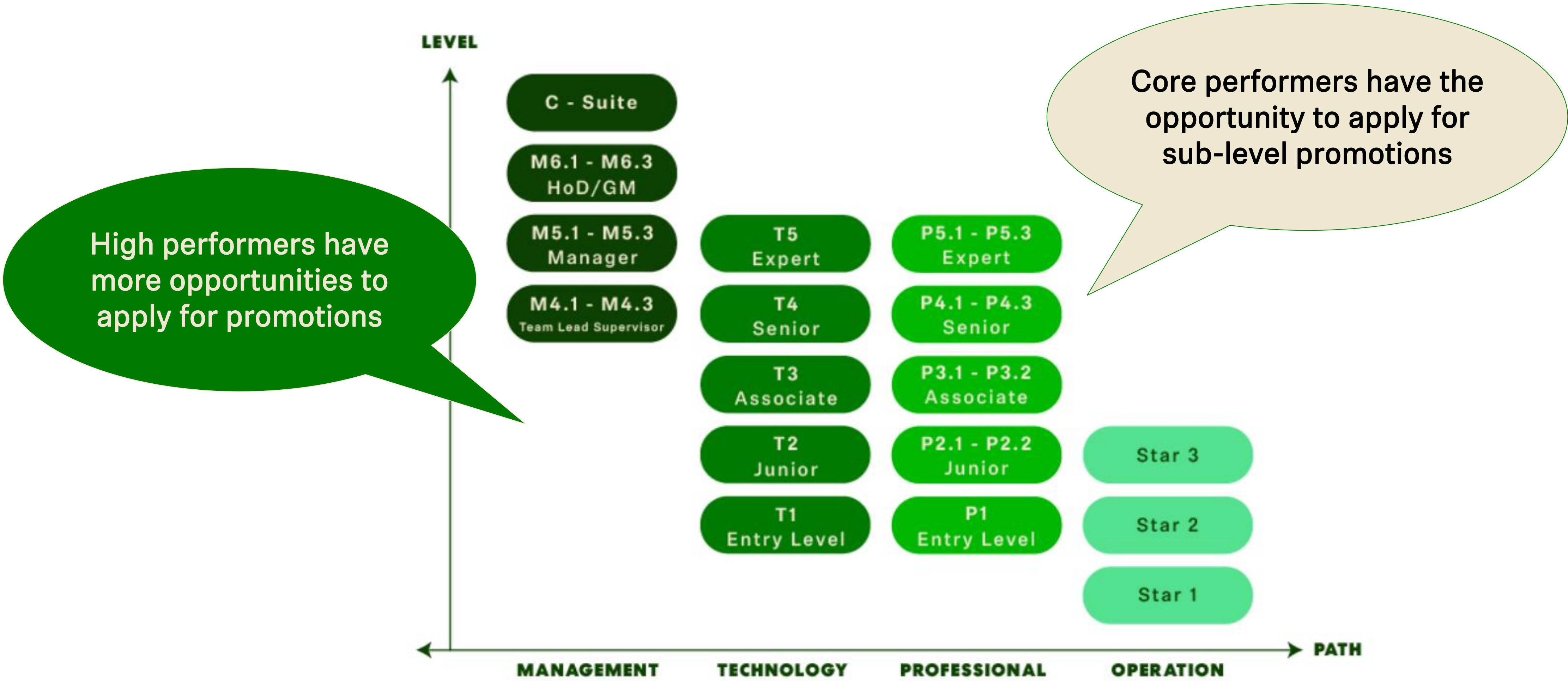
PART TWO – WHAT IMPACT DOES PMP HAVE?

How does PMP impact you?



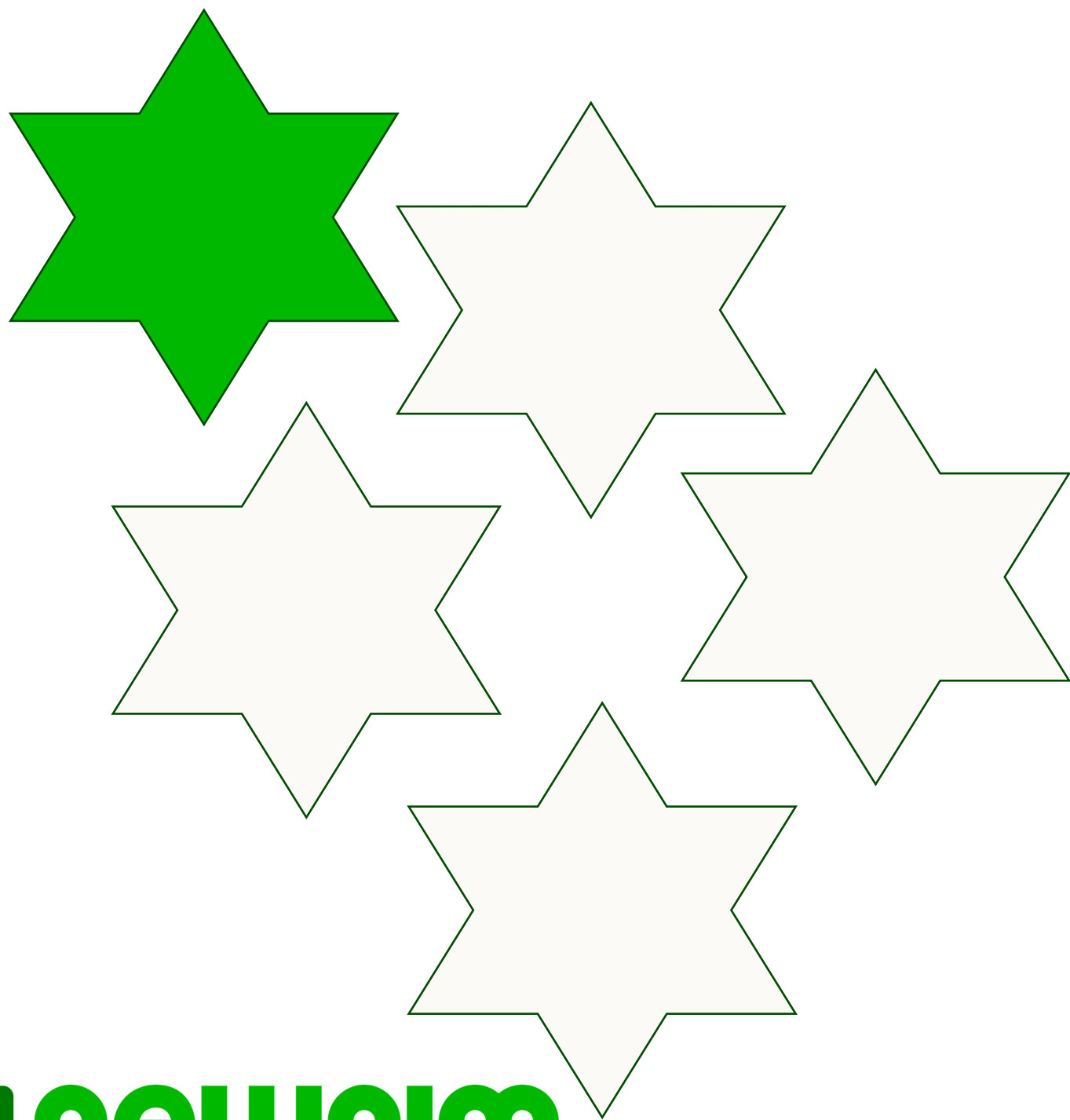
Promotion

Promotion cycle starts in March. Everyone who meets the criteria can apply for promotion.
----The future is in your hands !



Up-coming Promotion opportunities

Promotion is an opportunity



1. Interim PMP rating: 3 = sub-level promotion opportunity
Rating 4 or 5 = primary level opportunity

- 1. Position tenure: Minimum of one year.
- 2. No warning record for the last twelve months
- 3. Meets promoted level’s competency criteria

Takeaways & Action Plans

Core Employees and High Performers are important

- Core performers play an important role in company operations
- Core performers' contribution is recognized
- High performers are rewarded with primary level promotion opportunities
- Attributes of high performers includes Actions and Outcome (**Business Values**)
- Your achievements need to be demonstrated
- Work with your manager to align your goals for the next period

THANK YOU

