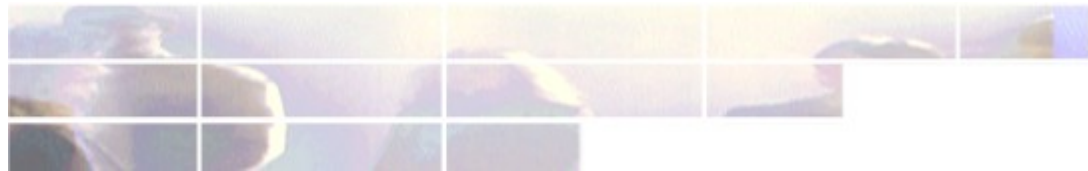


# core | E-PERFORMANCE

## High Performance Through E-Performance



### EXECUTIVE SUMMARY

"If a company is going to survive, let alone prevail, in the competitive climate that all face, performance appraisal, more than any other technique, has the power to generate incredible and sustained change throughout the organisation" (Grote, 1996)

It is often said that "People are an organisations most valuable asset" this has never been more true than in today's competitive corporate environment. Recent evidence suggests that managing people effectively, optimises organizational success more than business expansion, operating in a high-growth market, or becoming lean and mean through downsizing. To ensure success the ability to manage accurately and proficiently is imperative. Enter E-Performance. E-Performance provides managers and employees with the tools to follow through from strategy to execution, thus improving individual performance by leveraging technology.

## PERFORMANCE CHALLENGES

A recent study, undertaken by TechEmpower, of CEO concerns yielded the following top factors in the success of their company through to 2008:

- Customer retention
- Developing and retaining potential leaders
- Improving product innovation
- Top management succession
- Managing mergers and acquisitions
- Talent identification and growth
- Reducing costs
- Engaging employees in the company's vision/values/goals

The results of this study clearly highlight the importance of E-Performance to modern organisations. Half of all CEO concerns relate directly to E-Performance. Effective performance management will single handedly revolutionise an organisations work force and from an efficient work force comes customer retention, product innovation and cost reduction thus closing the loop on all challenges faced by an organisation. Clients can easily perceive the e-performance of an organisation and value its improvement, since it clearly contributes to the quality and performance of the products and services they pay for.

When management set expectations, provide milestones, clarify benefits, identify barriers and check progress regularly, employees are more likely to achieve their goals. Continual monitoring and evaluation is essential if performance mandates are to endure. The scarcest resource in most organisations is time, a manager cannot personally guarantee that each employee is adhering to performance initiatives. Monitoring and follow-up strategies need to be automated to insure that performance protocols are maintained on a continuous basis.



*“effective  
performance  
management  
will single  
handedly  
revolutionise an  
organisations  
workforce”*

SOLUTIONS

$$\begin{aligned}
 &E\text{-Performance} \\
 &= \\
 &E\text{-Development} \\
 &+ \\
 &E\text{-Support} \\
 &+ \\
 &E\text{-Interaction}
 \end{aligned}$$

To meet these challenges Core have developed Core E-Performance, a strategic performance management tool which will optimise an organisations Human Resource assets and create a high performance organisational culture throughout.

E-Performance includes the following elements:

- E-Development
- E-Support
- E-Interaction

**E-Development**

The first element encompasses technologies and tools aimed at online development. Examples of E-Development include:

- Online performance reviews.  
E-Performance enables multiple input sources and workflow between different parties thus providing a broader, richer review.
- Online development plans.  
Identify development activities, associated resources and time frames that outline and support concrete action for employees. An online development plan includes mechanisms for automatic reminders and other follow-up tools to keep the employee on track.

**E-Support**

Help with specific tasks is catered for with the technologies, interactive models and tools provided in this element of E-Performance. An example is an online job aid in the form of a checklist which defines individual steps of a certain task. The system will review the action / development plan for dates and send reminders to employees about upcoming deadlines. This allows managers and administrators to view the progress that employees are making towards their goals.

**E-Interaction**

The technologies, interactive models and tools necessary for interaction between workers are provided in the third element of E-Performance. Ensuring momentum in performance is a continuous process which benefits greatly from the application of technology. Through E-Interaction an employee has the ability to update or review templates, part of which may be fixed or modifiable, view workflow patterns and examine available courses. Although email is by far the most common application, other applications include online communities, threaded discussions and communication templates.

CORE E-PERFORMANCE

*Core E-Performance integrates varied performance-related practices.*

The Core E-Performance solution has been designed to help organisations establish the best practices in Performance Management. Core E-Performance takes a proactive role in tracking progress and setting reminders for participants (manager and employee) about targets.

The Core E-Performance solution includes:

- Alignment of employee objectives to the organisation's goals.
- Measurement and assessment of employee performance periodically and providing feedback and support to achieve quantitative, qualitative and process targets.
- Evaluation and tracking of Hi-Performance and achievers based on an organisations' competency driven practices.
- Enablement of online reward and recognition.
- Full Succession Planning.

CORE E-PERFORMANCE BENEFITS

The Core E-Performance solution is proven to provide significant benefits in the overall performance management process. Key benefits include:

- Core E-Performance is parameter driven allowing the solution to be tailored to support individual organisations' business rules and approval processes.
- The Core solution streamlines the entire employee performance management process from goal planning to performance appraisals and rewards.
- Full performance management workflow operating in a web-based environment.
- Core Business Intelligence provides the ability to produce forecast, management and ad-hoc reports providing performance participants with high-quality real time feedback. In addition real-time graphical reports ensure management's visibility into the process.
- Empowering employees with self-service functionality.

## SUMMARY

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By adopting the *Core E-Performance* approach performance practitioners can help their organisation streamline their performance evaluation processes.

The Core E-Performance solution has been designed to provide organisations with the framework to implement this approach through leveraging the latest available technologies. Core E-Performance ensures a high performance environment and successful performance management approach.

Core International have over twenty years experience assisting organisations realise their Human Resource potential. Core have the ability not only to provide leading organisations with cutting edge HR solutions but the expertise to advise on preferred business process and provide meaningful support strategies. Core has the resources and knowledge to help you meet your E-Performance management objectives.

