



# PeopleMatter PERFORM™

Evaluate and drive performance through meaningful feedback.

## What You Get In PeopleMatter PERFORM™



### Competencies

Attach skill competencies to forms and development plans to define what's necessary for each role and employees' growth. Create your own or choose from our library of 63 distinct skills.



### Goals

Set custom goals, then easily track team members' progress at reaching them. Goals are incorporated into the evaluation process, for both supervisor and employee visibility and feedback.



### Evaluation Forms

Create custom performance evaluation forms for each role or team member. Forms are completely automated, letting supervisors and team members fill out, review and store reviews online.



### Review Schedules

Configure custom review schedules – by job, location or individual – to ensure regular and consistent performance feedback. Set a regular cadence, or trigger off of job events, like date of hire.



### Approvals

Require single or multiple-layer sign-off on evaluation forms. Unique approval workflows ensure appropriate documentation, and e-Signatures keep the process automated and organized.



### 360° Reviews

Gather performance feedback from multiple perspectives – such as supervisors, peers and subordinates – with 360° review forms, for a more collaborate, well-rounded job evaluation.



### Development Plans

Build custom development plans to strengthen poor performers and put top ones on a path to leadership roles. Plans bring job feedback full circle for your team, with actionable goals and career paths.



### Scorecards

Analyze job performance quickly via easy-to-read scorecards with 5-star rating scales and graphs charting quarterly performance. Sort, rank and compare employees' scorecards companywide.



### Dashboards

Track performance and progress at the individual, job, store and company levels. Real-time dashboards, reports and search tools help you hone in on high scorers and the areas you need to focus on.



### Career Paths

Develop custom career paths to build a leadership bench. Add and weight competencies, build evaluation forms, and then put people into these succession plans to prepare them for success in that role.



### Social Collaboration

Share best practices, post articles and communicate across locations with Social Collaboration tools. Set up, manage and moderate groups, then use what's found to improve processes.



### Knowledge Base

Create, store and manage a centralized, online database of documents and info your team can use to improve individual and team performance in their stores. Resources are available 24/7 and shared companywide.

# PeopleMatter PEFORM™ Helps You

## Provide meaningful feedback

Our performance management tools are built with and on three core beliefs: 1) Employees deserve meaningful feedback about how they're doing in their jobs; 2) Managers need actionable performance data to make decisions about their team; 3) Organizations should have solutions that are easy-to-use and effective.

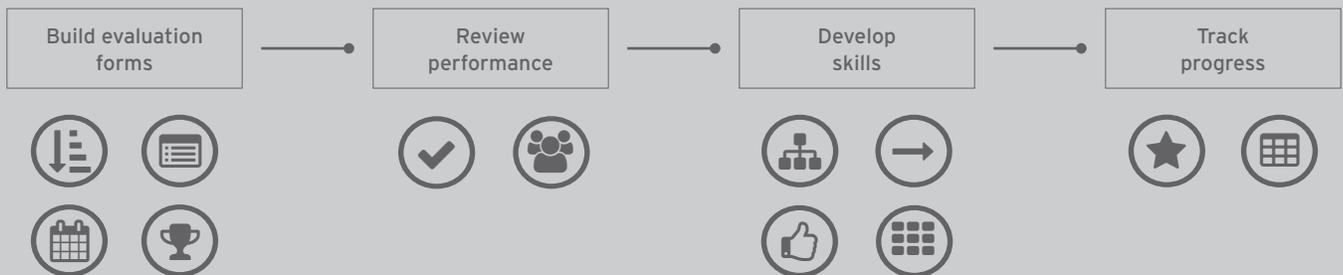
## Maximize potential

Align company needs with team members' goals to maximize individual and business potential. Features like custom development plans and succession dashboards let leaders see top and bottom performers and what skills they need to move up; clear goals and feedback increase employee engagement and retention.

## Build your leadership bench

Know exactly who to move up when a manager leaves or you need someone to lead a new location you're opening. Real-time dashboards and scorecards let you quickly analyze top and bottom performers and identify who's the best fit for specific positions. Hiring from within saves significant recruiting, hiring and training costs and retains top talent that's already passionate about your brand.

## How It Works



## Customer Results



**\$298,000**

Annual recruitment savings by promoting from within

**20+**  
New Locations/ Year  
and  
**500+**  
Managers and Supervisors

High-performers identified for Manager and Supervisor positions at new locations, during rapid expansion

*“PERFORM has had a positive impact on team member development and improved our ability to hire from within.”*

Colin Wright, Field Services  
Love's Travel Stops & Country Stores

