



 **talentturf**<sup>™</sup>  
A PRODUCT BY WNS

ENGAGE TO ELEVATE  
THE NEXT-GEN WORKFORCE

**WNS**  
Extending Your Enterprise

## TALENT ENGAGEMENT – THE CRITICAL PARTNER TO BUSINESS PERFORMANCE

Across industries and the global business landscape, organizations are transforming work ecosystems to closely align with business strategy. Performance management, in particular, is being radically transformed on how employee performance is set, measured, assessed and recognized.

Organization leaders unanimously agree that a culture of performance engagement is vital for talent development and retention. This calls for a combination of continuous, meaningful and real-time conversations, feedback and coaching.

CHROs say ongoing feedback triples the levels of talent engagement

making it the critical pivot for talent development and retention. Getting managers personally invested further increases engagement.

The rapidly increasing younger workforce has an instant need for more interaction, leadership connect and continuous feedback. They look for continuous learning to act on performance conversations.

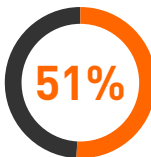


53% of CEOs feel insufficient talent will impact them financially

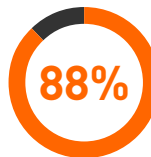


94% of CHROs say employee engagement is an important workforce challenge

### PERSPECTIVES ON PERFORMANCE ENGAGEMENT



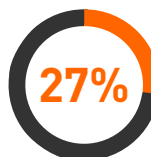
51% of employees see their performance review as inaccurate



88% of managers believe existing process is too complex



90% of annual performance reviews are disengaging, painful and ineffective



27% of CEOs think inadequate IT systems is the largest barrier

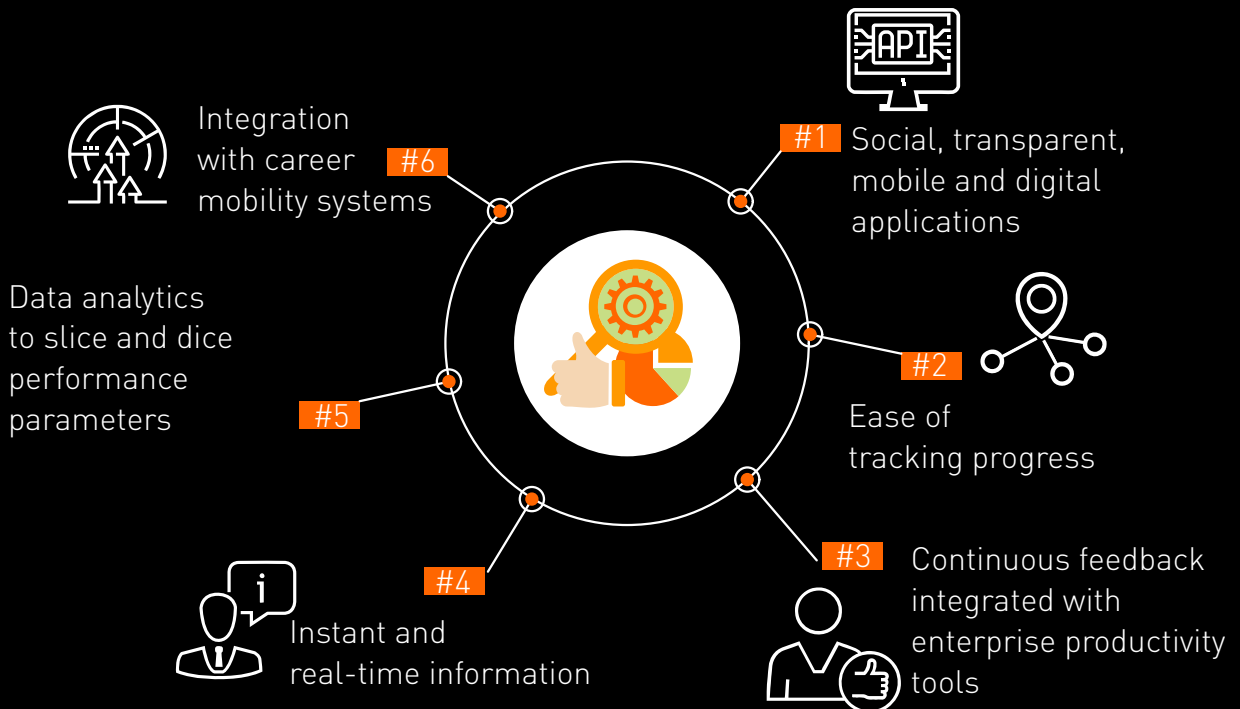


**NEED OF THE HOUR**

Achieving a culture of performance engagement calls for data-driven decisions on promotions and enhanced opportunities. It requires empowering front line managers to be a part of business performance. Processes and technology enablers need to come together to build a culture of performance excellence that drives growth for both

employees and their organizations. Further, Managers need a platform that provides such insights through the year to enable performance-coaching conversations rather than delivering an end-of-year report. Only then can employees understand their performance in real time and feel closely engaged.

**REQUIREMENTS OF A FUTURE-PROOFED PERFORMANCE ENGAGEMENT STRATEGY**



## RAISING THE PERFORMANCE ENGAGEMENT QUOTIENT

WNS' TalentTurf™ is an end-to-end, technology-enabled Performance Engagement platform that embeds functional expertise, digital and analytics in the talent management process. In a simple and agile manner, TalentTurf™ creates the key imperatives of performance engagement for 'anytime' and 'real-time' performance conversations without bias.

**TalentTurf™ integrates with all leading ERP platforms. It supports multi-channel and multi-device access for real-time data-driven talent decisions.**





## A COLLABORATIVE ENGAGEMENT TO INSPIRE PERFORMANCE

TalentTurf™ incorporates a host of collaborative features to create a one-stop performance engagement platform.



### 24x7x365 Agility

TalentTurf™ is a live platform accessible to employees and managers throughout the year. They can enter performance inputs, engage in performance feedback and coaching sessions on a real-time basis.



### Integration with Leading ERP Systems

TalentTurf™ can be integrated with leading ERP systems – SAP, PeopleSoft, and our very own proprietary Human Capital Management ERP Suite. This allows a seamless flow and collation of relevant enterprise data for better insights.



### Aesthetic and Easy-to-Use Interface

With its social media look and feel, TalentTurf™'s user-friendly platform creates the sentiment of an engaged interaction. Users can upload documents, videos and audios and emoticons as rating indicators.



### Multi-channel and Multi-device Digital Versatility

TalentTurf™ can be accessed on the Web, tablets and mobile, and supports different operating systems - Windows, Android and iOS.



### Embedded Analytics for Insights-driven Decisions

Multi-tier HR Analytics provides the width and depth of insights in easily understandable visual dashboards and reports for business-aligned decision making.



### Unified Single-platform Efficiency

The robust platform is a one-stop solution integrating other performance-related applications and activities.

- Event-based performance inputs
- Feedback actions
- Recognition
- Development planning
- Rating and normalization
- Talent pipeline details
- Promotion

**SMAC EFFICIENCY – SIMPLE | MOBILE | AGILE | ENGAGING**





## EMBEDDED ANALYTICS: DRIVING THE RIGHT PERFORMANCE BEHAVIORS

In today's business environment, the attributes and skills that deliver maximum benefits to organizational growth can change frequently. As organizations gear themselves up for greater innovation focus, for example, attributes such as initiative and risk taking may find

greater traction with supervisors and leaders, even as functional and operational excellence remain important.

WNS TalentTurf's embedded analytics help stakeholders visualize all the evolving trends on

performance behavior, management and engagement in the organization in a coherent manner. With equal parts descriptive and predictive indicators, these insights ensure timely encouragement of the right, business-aligned behaviors at all levels.

### Descriptive Analytics

#### Word Cloud

Visualization of most appreciated attributes across peers and supervisors to help all stakeholders identify the right performance behaviors.

#### Co-occurrence Graphs

Mind maps that depict correlation between appreciated performance indicators and their descriptors. These graphs help highlight the relationship between qualities or skills and performance.

#### Sentiment Coherence

Helps HR managers identify any dissonance of sentiment between supervisors and their teams based on performance reviews uploaded and the feedback and ratings received.

#### Quality of Performance Feed

An indicator of the richness of detail and qualifying evidence provided by employees in performance reviews. Can help unearth important anecdotal information on performance wins, and also reduce sentiment dissonance.



**Predictive Analytics**

**Performance Rating**

An indicative rating based on performance reviews and feedback given by the supervisors, assisting the supervisors to decide on the ratings of their team members.

**Retention Risk**

Early warnings based on attrition risk triggers. The algorithm considers employee history, performance trends, recent feeds and other aspects to assess attrition risk.

**Performance Engagement Score**

An important indicator for talent managers and HROs, this score highlights teams where engagement with the platform is low. Also identifies instances where supervisors may not be providing adequate interaction despite high engagement by the team.

**Actionable Dashboards**

Administrative dashboards that allow HR Business Partners to monitor processes and trends. These dashboards are interactive and actionable, allowing partners to trigger notifications and alerts to all relevant stakeholders with a single click.



# ENABLING A COLLABORATIVE PERFORMANCE ENGAGEMENT MATRIX



**Employee**

## I own my performance and development...

- Share accomplishments, career aspirations and development needs in real time
- Seek feedback and development inputs from supervisor
- Upload attachments, audio and video
- Document goals and review action plans
- Pin performance feeds for appraisal discussion document – available with save and print functionality
- View performance activity summary, supervisor feedback, appraisal ratings, last promotion details and historical documents
- View recognition and learning plans
- Receive and view notifications
- View talent insights (People Analytics)



**Supervisor**

## I enable performance... by partnering with my team members

- Review employee goals and action plans
- Recognize and acknowledge employee performances and contributions
- View performance feeds updated by team members, and share performance feedback and development inputs
- Rating submission and rating release
- Mentor employees to enable enhanced performance
- Update employee retention risk, talent plan, accomplishments, strengths and accolades
- View historical documents for team members
- View manager talent insights (People Analytics)



I facilitate the process for my teams...



**HR Business Partner**

- Partner with managers and employees to drive performance engagement outcomes
- Enable and support employees and managers to engage more effectively
- View ratings submitted by supervisor, administer goal setting process, trigger 'no action' notifications, and view status and summary reports
- Access to all features and functionalities of employee and supervisor modules [if applicable]
- Actionable dashboards for performance activity summary and retention risk
- Enable online normalization of ratings to differentiate performance
- View HR talent insights (People Analytics)



## Performance Engagement Aligned to Business Outcomes



### Enhanced Employee and Business Performance

TalentTurf™ empowers managers to focus on performance development and coach employees to enhance performance levels. This elevates the organization's productivity, client satisfaction and ultimately revenues.

### High Employee Engagement and Retention

The easy-to-use platform, with digital and mobile features, creates enthusiasm amongst employees. Continuous performance conversations encourage employees to create better engagement. Data-driven insights provide bias-free feedback and identification of high performers for the right rewards decisions, leading to higher retention of valued employees.

### Improved Collaboration Between Individuals, Teams and Leaders

TalentTurf™'s 180-degree feedback capabilities allow peer-to-peer, peer-to-leader and leader-to-peer interactions for a collaborative approach to team and organization success. This handshake can extend from goal setting to instant feedback on performance and coaching for higher responsibilities. Decisions on talent pipeline, lateral career development and identification of fast-trackers can also be more accurately made.

### Better Quality of HR Business Partnering

HR partners become true facilitators in driving business goals, and provide consulting skills to help line managers improve engagement levels and delivery outcomes.



## About WNS Human Resource Outsourcing

Across the 'hire-to-retain' people value chain, we support organizations to unleash their human resources potential. Through an end-to-end 'Human Capital Management Transformation Services' (HCMS), we provide our clients a comprehensive range of industry-specific HR solutions and services to engage their talent, manage costs of human resources operations, improve compliance and ensure high quality standards. With over a decade of rich experience in the HR domain, our strong delivery capability today is driven by 700+ expert professionals and spread across 11 countries. We enable clients to build digitized HR ecosystems that deploy the best of automation and analytics for their next-gen workforce.

## About WNS

WNS (Holdings) Limited (NYSE: WNS) is a leading global Business Process Management (BPM) company. WNS offers business value to 350+ global clients by combining operational excellence with deep domain expertise in key industry verticals, including banking and financial services, consulting and professional services, healthcare, insurance, manufacturing, media and entertainment, retail and consumer packaged goods, telecommunications and diversified businesses, shipping and logistics, travel and leisure, and utilities and energy. WNS delivers an entire spectrum of business process management services such as customer care, finance and accounting, human resource solutions, research and analytics, technology solutions, and industry-specific back-office and front-office processes. WNS has delivery centers world-wide, including China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, U.K. and U.S.



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