



# UNLEASHING ENGAGEMENT IN PERFORMANCE: ONE REAL CONVERSATION AT A TIME



# TALENT ENGAGEMENT – A KEY IMPERATIVE FOR BUSINESS PERFORMANCE

Across industries and the global business landscape, organizations are realizing that talent engagement is a core business issue.



**53%** of CEOs feel insufficient talent will impact them financially

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. Getting managers personally invested further increases engagement.



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

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.



**84%** of employees' perception about their organizations is driven by their managers



**51%** of employees see their performance reviews as inaccurate



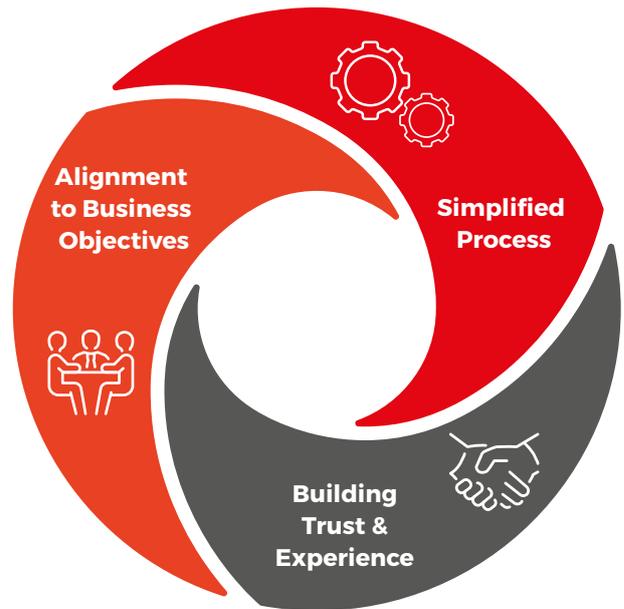
**27%** of CEOs think that inadequate IT systems is the barrier to performance engagement



# THE NEED?

There is a need for transformation of work and talent ecosystem to make employee-led factors the pivot for performance. Further, organizations need to build a culture of autonomy and accountability where employees are inspired to give their discretionary energy to outperform.

Managers need to be empowered with data and tools to obtain insights. Managers need a platform to enable continuous performance coaching conversations with the right data and insights. Only then can employees trust performance strategies, understand their performance in real time and feel closely engaged.



# WNS' TALENTTURF™ - RAISING THE PERFORMANCE ENGAGEMENT QUOTIENT

WNS' TalentTurf™ is a people-first engagement platform that moves the needle from performance reviews and management to insights-led performance conversations. In a simple and agile manner, TalentTurf™ creates the key imperatives of performance engagement for 'anytime' and 'real-time' performance conversations without bias.

Using the right technologies to enable the right decisions for the right engagement, TalentTurf™:

- Motivates employees to own their performance
- Empowers managers to be a direct link between organizational goals and employee performance
- Elevates HR as value-adding consultative partners



- Agile simplicity
- Omni-channel, multi-device versatility
- Comprehensive input options, easy-to-use templates
- Configurable workflows



- Word cloud
- Co-occurring graphs
- Sentiment coherence
- Predictive analytics
- Engagement scores
- Actionable dashboards



- Goals
- Conversations / Performance Feed
- Ratings
- Insights

# CO-CREATING INSPIRING PERFORMANCES WITH SMAC EFFICIENCY

WNS' TalentTurf™ provides a unified, robust and comprehensive single-platform efficiency with all the performance related applications. It leverages emerging technologies to incorporate a host of collaborative features to boost engagement-driven decisions.



## 24x7x365 Chats and Conversations

Live platform with year-round access to employees and managers to enter performance inputs, engage in feedback and coaching sessions on real-time basis.



## Integration with Leading ERP Systems

Can be integrated with leading ERP systems – SAP, PeopleSoft, and any proprietary HCM suite. Allows a seamless flow and collation of relevant enterprise data for better insights.



## Social Media Look and Feel

Aesthetic and easy-to-use interface 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

Actionable usage and engagement dashboards can be accessed on the Web, tablets and mobile, supporting different operating systems - Windows, Android and iOS.



## Intuitive Visual Dashboards and Reports

Creates a human and social approach to provide right insights for trust-based and business-aligned decision making. Employee life-cycle values of learning, development and growth can be consolidated in a single page for easy and logical understanding.



## Embedded Analytics for Insights-driven Decisions

Multi-tier descriptive, predictive and prescriptive analytics provides powerful connections between measurement, actions and outcomes. Enables understanding of risks, opportunities and recommendations at speed and scale.



### **360-degree Feedback for Continuous Coaching Conversations**

With its 'seek feedback' functionality, employees can seek feedback from anyone in organization. Managers can also proactively initiate coaching conversations. Additionally, Outlook integration enables 1-o-1 meetings in real-time.



### **Comprehensive Feed and Conversation Search**

Advanced keyword search from multiple sources (including attachments), and effective word clouds enable positive reinforcement of behaviors and actions.



### **Versatile Communication Templates**

Managers and employees can deploy easy-to-use templates for goal-setting and performance feeds - documents, e-mail, audio and video. Employees can also add individual and team performance notes.

# **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 better innovation, attributes such as initiative and risk taking may find greater traction with supervisors and leaders, even as functional and operational excellence remain important.

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 of descriptive and predictive indicators, these insights ensure timely encouragement of the right, business-aligned behaviors at every level.

# ENABLING A COLLABORATIVE PERFORMANCE ENGAGEMENT MATRIX

## Employees proudly and voluntarily take ownership of their performance

- Share accomplishments, career aspirations and development needs in real-time
- Schedule conversations, and seek feedback and development inputs from supervisors and peers
- Upload attachments, audio, video and journals; pin performance feeds for appraisal discussion document
- View goals, performance activity summary, talent insights, action plans, peer and supervisor feedback, ratings, promotion details recognition and learning plans – with historical documents
- Receive and view notifications
- Tag conversations to performance parameters

## Managers become empowered direct links between organizational goals and employee performance

- Review employee goals and action plans, upload journals and feedback
- Schedule conversations, and coach and mentor employees to enable enhanced performance

- Recognize and acknowledge employee performances and contributions
- View performance feeds updated by team members, and share performance feedback and development inputs
- Submit and release ratings
- Update employee retention risk, talent plan, accomplishments, strengths and accolades
- View manager talent insights, and historical documents for team members

## HR become consultative partners

- 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
- Actionable dashboards for performance activity summary and retention risk
- View HR talent insights and engagement dashboards



# 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.

**Result: Elevated organization productivity, client satisfaction and revenues.**

## IMPROVED COLLABORATION BETWEEN INDIVIDUALS, TEAMS AND LEADERS

TalentTurf™ 360-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 extends from goal-setting to instant feedback on performance and coaching for higher responsibilities.

**Result: Accurate decisions on talent pipeline, lateral career development and identification of fast-trackers.**

## HIGH EMPLOYEE ENGAGEMENT AND RETENTION

With its easy-to-use platform and digital and mobile features, TalentTurf™ creates enthusiasm amongst employees. Continuous performance conversations encourage employees to take ownership of their performance. Data-driven insights provide bias-free feedback and identification of high performers for the right rewards decisions.

**Result: Higher retention of valued employees**

## BETTER QUALITY OF HR BUSINESS PARTNERING

HR partners become true facilitators in driving business goals and provide consulting skills.

**Result: Managers improve engagement levels and delivery outcomes.**

## About WNS

WNS (Holdings) Limited (NYSE: WNS) is a leading Business Process Management (BPM) company. We combine our deep industry knowledge with technology, analytics and process expertise to co-create innovative, digitally led transformational solutions with over 400 clients across various industries. The industries include 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. We deliver an entire spectrum of BPM solutions including industry-specific offerings, customer interaction services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. We have delivery centers worldwide including in China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Spain, Sri Lanka, Turkey, the United Kingdom and the United States.

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