

**PERFORMANCE ENGAGEMENT
IS ALL ABOUT CONNECTED
CONVERSATIONS: ONE REAL
CONVERSATION AT A TIME**





ENGAGING TALENT THROUGH THE PROCESS OF PERFORMANCE ENGAGEMENT

Critical Need-of-the-Hour

Across industries in the global business landscape, organizations are realizing that performance engagement is one of the most complicated challenges, because it is about dealing with human emotions and psychology. It is about driving behaviors that align with personal aspirations and also contribute in equal measure to organizational growth.

R. Swaminathan, Chief People Officer, WNS



53% of CEOs feel insufficient talent will impact them financially

Engaging with talent involves a methodical combination of continuous and meaningful 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 future is that of millennials, who have a need for instant and constant interaction, leadership connect and 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

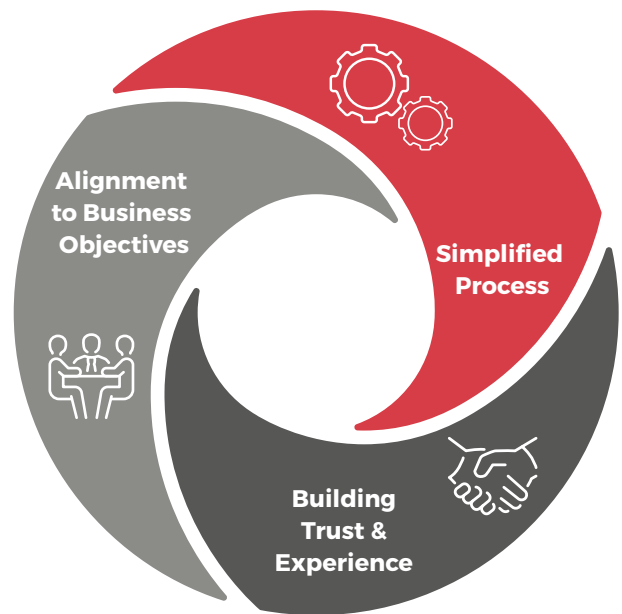


27% of CEOs think that inadequate IT systems are the barrier to performance engagement

THE NEED?

Research states that organizations spend around \$720 Million each year to measure engagement. But according to Gallup, only 36% of the workplace is engaged, and 64% are either dissatisfied in their role or are at it with no motivation. With working from home becoming the new norm, there is a further need for connectedness and continuity in performance coaching.

Managers, therefore, need to be empowered with insights that can give their conversations the dual edge of being constructive and engaging. Only then can employees trust performance strategies, understand their performance in real-time and 'own' them as goals.



TALENTTURF™ - A PLATFORM THAT DRIVES A 'PEOPLE-FIRST CULTURE'

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
- Omni-channel, multi-device compatibility
- Comprehensive input options, easy-to-use templates
- Configurable workflows



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



- Goals
- Conversations / Performance Feeds
- Ratings
- Insights

DRIVING THE 3 'C'S OF PERFORMANCE ENGAGEMENT

Conversations. Connectedness. Compassion in Conversations & Coaching

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 engaging interactions. Users can upload documents, videos, audios and emoticons as rating indicators



Multi-channel and Multi-device Compatibility

Actionable usage and engagement dashboards can be accessed on the Web, tablets and mobile; Supports 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 Conversations & Engagement

Multi-tier descriptive, predictive and prescriptive analytics; Deep connections between actions, measurement 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 the organization; managers can also proactively initiate coaching conversations; additionally, MS 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

What's in it for You as an Organization?

TalentTurf™'s embedded analytics help stakeholders visualize all the evolving trends in 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 take pride and ownership in 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 are empowered with the right insights to have meaningful conversations

- 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



HR becomes a strategic and consultative partner

- Partner with managers and employees to drive performance engagement outcomes
- Enable and support employees and managers to engage more effectively
- 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 organizational productivity, client satisfaction and revenues.

Improved Collaboration between Individuals, Teams and Leaders

360-degree feedback capabilities in TalentTurf™ allow peer-to-peer, peer-to-leader and leader-to-peer interactions. This collaboration 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, visually appealing and intuitive interfaces, along with digital and mobile features, TalentTurf™ creates enthusiasm among 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 reward and recognition decisions.

Result: Higher retention of valued employees

Better Quality of HR Business Partnering

HR partners become true facilitators in driving business goals and creating a 'People-first' culture.

Result: Better work culture.

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 375 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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CO-CREATE TO
OUTPERFORM

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