Chapter 6: Glossary

For users who need additional support or detailed examples, this chapter serves as a repository of helpful resources. It includes practical exercises, downloadable templates, and troubleshooting guidance. This chapter is designed to be your go-to resource for ongoing reference, ensuring you have the tools and information needed to maximise your use of the **Performance Management** module.

- Glossary

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Action Plan

An action plan in a performance evaluation outlines specific steps an employee needs to take to improve their performance, develop new skills, or achieve set goals. It includes clear objectives, timelines, measurable outcomes, and any required support or resources. The plan is typically created collaboratively between the employee and their manager, ensuring alignment with organisational expectations and professional growth. Regular check-ins and progress reviews help track improvements and adjust the plan as needed.

Check-In

A check-in is a feature that enables managers to conduct regular progress reviews of an employee’s performance against agreed-upon objectives between formal review periods. It allows managers to provide direction, offer guidance, and keep employees focused on their objectives. Additionally, check-ins facilitate employee feedback on the support and guidance received, fostering continuous communication and alignment.

Company Values and Behaviours

Company values and behaviours define the expected conduct within an organisation. By identifying and explicitly communicating these values and behaviours, companies shape their culture, establish a moral compass for employees, and create a foundation for consistent decision-making. They also serve as guidelines for internal processes and performance measurement. Employees are assessed against these values as part of their performance management process, and they automatically form part of each employee’s performance agreement.

Employee, User, Learner, or Person

These terms are used interchangeably within the system to refer to individuals interacting with it. The term "person" or "user" generally refers to those engaging with the system in a non-administrative or non-managerial capacity. If the context is related to **Learning Management**, "learner" is preferred. In a manager-subordinate environment, such as **Performance Management**, "employee" is typically used. The appropriate term depends on the specific module and its functionality.

Key Competencies

Key competencies refer to the essential skills, abilities, and attributes required for success in a specific job or organisation. These competencies are often used in the rating process to assess employee performance. Within the system, competencies can be defined for each job and made available in the **Performance Management** module.

Key Performance Area (KPA)

Key Performance Areas are the specific business areas for which an individual is responsible, such as process improvement, safety and health, and security. Each KPA is further defined by one or more Key Performance Indicators (KPI), which measure performance within that area. KPA weights within a Perspective must always total 100%. For further details, refer to Key Performance Indicator (KPI).

Key Performance Indicator (KPI)

Key Performance Indicators are measurable values that assess progress towards strategic goals or objectives. An effective KPI is well-defined, quantifiable, and essential for achieving specific targets. KPI weights within a Key Performance Area (KPA) must always total 100%.

Leadership Behaviours

Leadership behaviours are performance objectives applicable only to employees in leadership positions who have direct reports. If an employee is not a manager, this section will be unavailable, and its weight will be redistributed proportionally among the remaining sections.

Manager, Performance Manager, or Line Manager

In the context of the system, a manager is an individual with direct reports. Organisationally, this role may be referred to as a line manager. Within the **Performance Management** module, a manager is referred to as a performance manager, whereas in the **Learning Management** module, the role may be identified as a training manager. Depending on the organisation, these roles may be held by the same person or different individuals. To determine who fulfils each role, refer to an employee's reporting lines. The terms manager, performance manager, and line manager are used interchangeably.

Objective

An objective is a specific goal that an employee is expected to achieve. In Signify, the term "objective" encompasses various performance elements, including a Key Performance Area's (KPA) Key Performance Indicator (KPI), a Stretch Target's KPI, a Company Value, a Leadership Behaviour, and a Key Competency. These objectives define performance expectations for an employee over a given performance year and serve as the basis for assessment and measurement.

People Group

A people group is a defined selection of individuals based on specific criteria, such as their position in the organisational structure, reporting line, location, or other conditions. Individuals within a people group have access to certain system functionalities, including selected eLearning courses, events, or specific processes.

Performance Agreement

A performance agreement consists of a person’s objectives, structured across one or more review periods (also called assessment periods). The agreement provides a comprehensive framework for assessing the person's performance, with review periods typically weighted to contribute to the final score. The performance agreement forms the foundation of performance evaluation and ensures a structured approach to measuring and developing employee contributions. Additional components, such as a 360° evaluation or a value survey, can also be included alongside the objectives.

Performance Year

A performance year, also known as a performance cycle, typically spans 12 months. It may align with the calendar year (January to December) or follow a different schedule, such as the financial year (March to February of the following year). Organisations often determine their performance cycle based on factors such as salary review periods and business planning needs.

Perspectives

Perspectives, also known as pillars, are categories used to group Key Performance Areas (KPAs) and are derived from the Balanced Scorecard approach to performance management. Common examples include the Financial Perspective, Customer Perspective, Internal Process Perspective, and Learning and Growth Perspective. Each perspective provides a structured way to evaluate performance across different business areas. Note that the perspective weights within a section must always sum to 100%.

Rating / Rating Scale / Score

A rating, rating scale, or score is used to assess an employee’s performance against agreed objectives. At the start of a performance year, the manager and employee define these objectives. At the end of each review or assessment period, which may be one or more per year, the employee provides a personal rating for each objective. This rating is visible to the manager only after submission. Similarly, the manager assigns a rating for each objective, which is not immediately visible to the employee. These ratings contribute to the overall performance evaluation process.

Review Period

A review period is a designated timeframe within a performance cycle during which an employee's objectives, as outlined in their performance agreement, are assessed. There may be one or multiple review periods within a performance year. The review period provides structured opportunities for evaluating progress and performance.

Review Setup

A review setup defines the structure and rules governing the performance review process within an organisation. It determines how performance agreements operate, specifying rating permissions, the level of employee involvement, and approval workflows.

Review Survey

A review survey in a performance evaluation is a structured questionnaire used to gather feedback on an employee's performance, skills, and contributions. It may include ratings, open-ended questions, and competency assessments from various sources, such as the employee, their manager, peers, or subordinates. The survey helps identify strengths, areas for improvement, and overall job effectiveness.

Stretch Target

A stretch target, also known as a stretch goal, is an objective within the **Performance Management** module that functions similarly to a Key Performance Area (KPA) objective but is typically intended to drive additional growth or challenge an employee beyond standard expectations. This section can be customised using system aliases and renamed to suit organisational needs. For example, some companies have renamed this section to **Personal Development Plan** to incorporate training initiatives into employees' performance agreements.



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