

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](#)

Glossary



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 functionality that enables [managers](#) to conduct regular progress reviews on an [employee's performance agreement 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%.

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 measuring the achievement of 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 of the performance contract.

Manager, Performance Manager, or Line Manager

A manager, in the context of the system, 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 known as a performance manager, while 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 \(KPIs\)](#) 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 perspective weights within a section must always total 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, of which there may be one or more in a year, the [employee](#) provides a personal rating for each [objective](#). This rating is only visible to the [manager](#)

once submitted. 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](#) function, specifying rating permissions, the level of the [employee's](#) involvement, and approval workflows. For examples of different review setups, please see [Tips and Use Cases](#).

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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