

BUSINESS PERFORMANCE GUIDE

**HOW  
SOFTWARE  
MAKES YOUR  
PERFORMANCE  
REVIEWS  
BETTER**



Performance reviews often rank next to tax returns and root canals on everyone's list of favorite activities. With paper performance review systems, executives fail to get value out of the review and human resources departments become police departments, chasing paper from one employee to another.

"Employees see manual performance review processes as bureaucratic wastes of time," says Scott Fitch, division president of Performance and Organizational Management at Insperity. "Streamlining the process can decrease employee procrastination, lessen the burden on HR and provide better value to your executives."

By automating performance management, your employees can increase their efficiency by up to 10 times and lessen the anxiety and procrastination surrounding the review process.

Here are some ways that automating performance reviews help your HR department, your employees and your management team:



# For HR Departments

When it's time for performance reviews, your human resources staff can be reduced to acting like babysitters.



**“They have to coax employees through each step and guide hundreds of pages of paperwork through the process to ensure completion,” says Fitch. “Automated reviews can help.”**

## For HR Departments

### Software automatically routes forms

No matter how complicated your process is, automated performance review systems improve efficiency by instantly routing forms. Automatically routing forms can significantly streamline everything from self-evaluations to approvals and signoffs.

### Automation centralizes online access

Using an online performance review software allows you to access performance review information from anywhere with Internet access so you can easily see how far along your process is and identify where any bottlenecks might be occurring within your organization.

### Send out reminders using software

Spend less time reminding employees to complete forms. Reminders can be sent out regularly to keep the process moving or alert employees that they're able to begin their step in the process.

### Automation eliminates paperwork

Reducing paperwork means reducing the amount of time that your HR department spends printing, organizing and distributing forms. Even digital copies can take time, as the right forms have to be directed to the right employees by type or category.



# For Managers and Employees

The employees initiating reviews are often the ones holding up your process. Many procrastinate on completing forms until the last moment and often produce poor-quality results. But an automated review system can help move things along.



# For Managers and Employees

## Use smart writing and coaching tools

The primary reason employees are anxious about completing the review process is writer's block. Sometimes, finding the right wording can be difficult.

Many software systems provide suggested comments based on numerical ratings. Moreover, some of these systems provide suggested feedback phrases or tips to guide employees in the right direction.

## Automation streamlines review routing

However your appraisal process may be structured, automatic routing notifies the next person to begin. Your review might require employee self-evaluations, manager appraisals and then additional employee comments or signoff. Automatic routing significantly reduces confusion and streamlines your process.

## Your performance reviews become actionable

Your employees' goals are much less likely to be accomplished if they're filed away in a cabinet. By being easily accessible online, your employees can constantly review their goals, coaching tips and performance review criteria to help them improve year after year.

## Software can help check for sensitive language

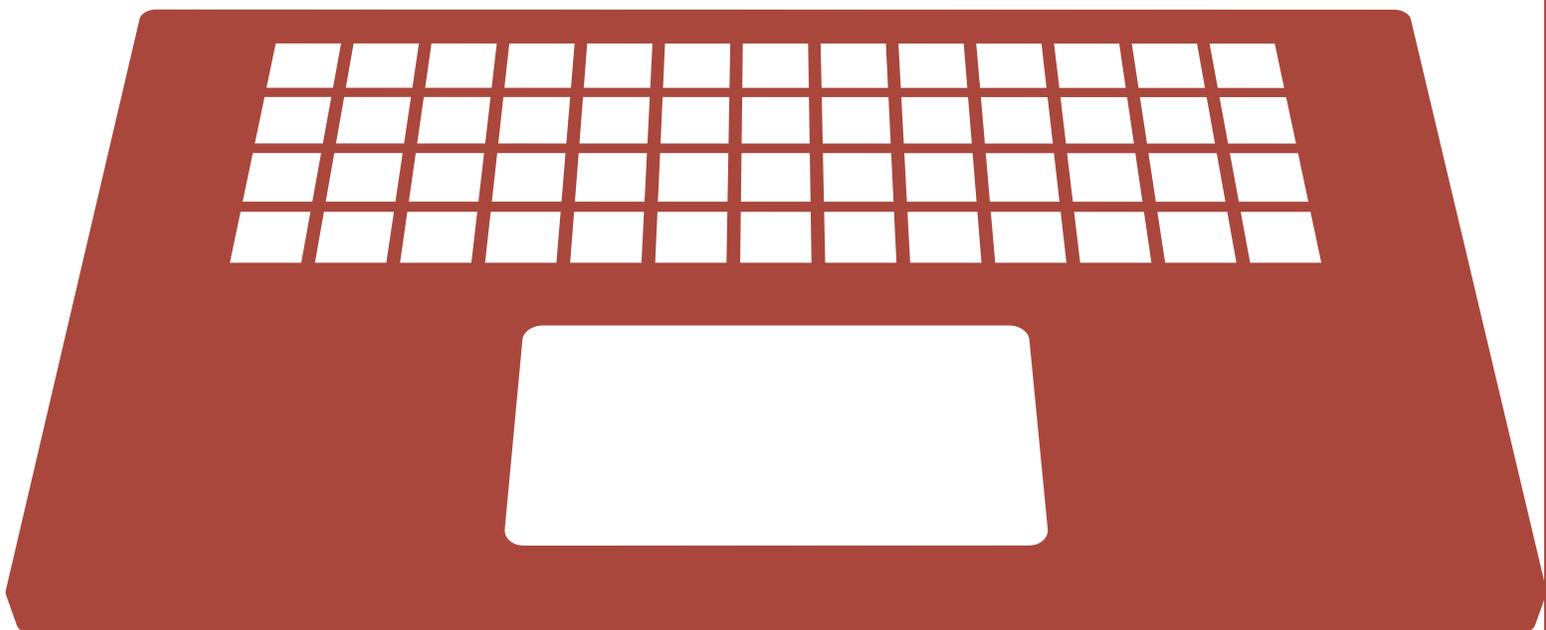
Your employees wouldn't knowingly put your company at risk of a discrimination claim, but even inadvertently choosing the wrong wording on a performance review could be grounds for a discrimination claim. Performance review software provides automated evaluation tools that scan your reviews for possibly sensitive language before it has a chance to cause liability.

## Access performance reviews from any place

Your employees are always on the move. Employees and managers could be traveling or be in remote offices. An online performance appraisal tool helps by offering access to your employees wherever they might be and with the least amount of disturbance to their schedules.

# For Executives and Owners

“The leaders of your organization are often the most distanced from your review process, so it’s easy for them to overlook inefficiencies in the process,” says Fitch. “But with an automated performance review system, they can once again be an integral part of workforce performance analysis.”



## For Executives and Owners

### Track overall review progress with software

You can easily gauge the progress of employees and find inefficiencies within your process. That information can help you make better decisions on possible changes to make reviews even more efficient.

### Assess employee ratings across the organization

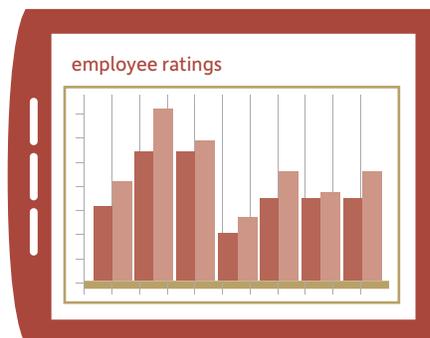
Is a recent organizational change affecting your productivity? It's difficult to draw organization-wide conclusions with paper performance reviews. Using an automated tool can centralize your evaluation data and tell you if certain changes have had positive or negative effects on your workforce.

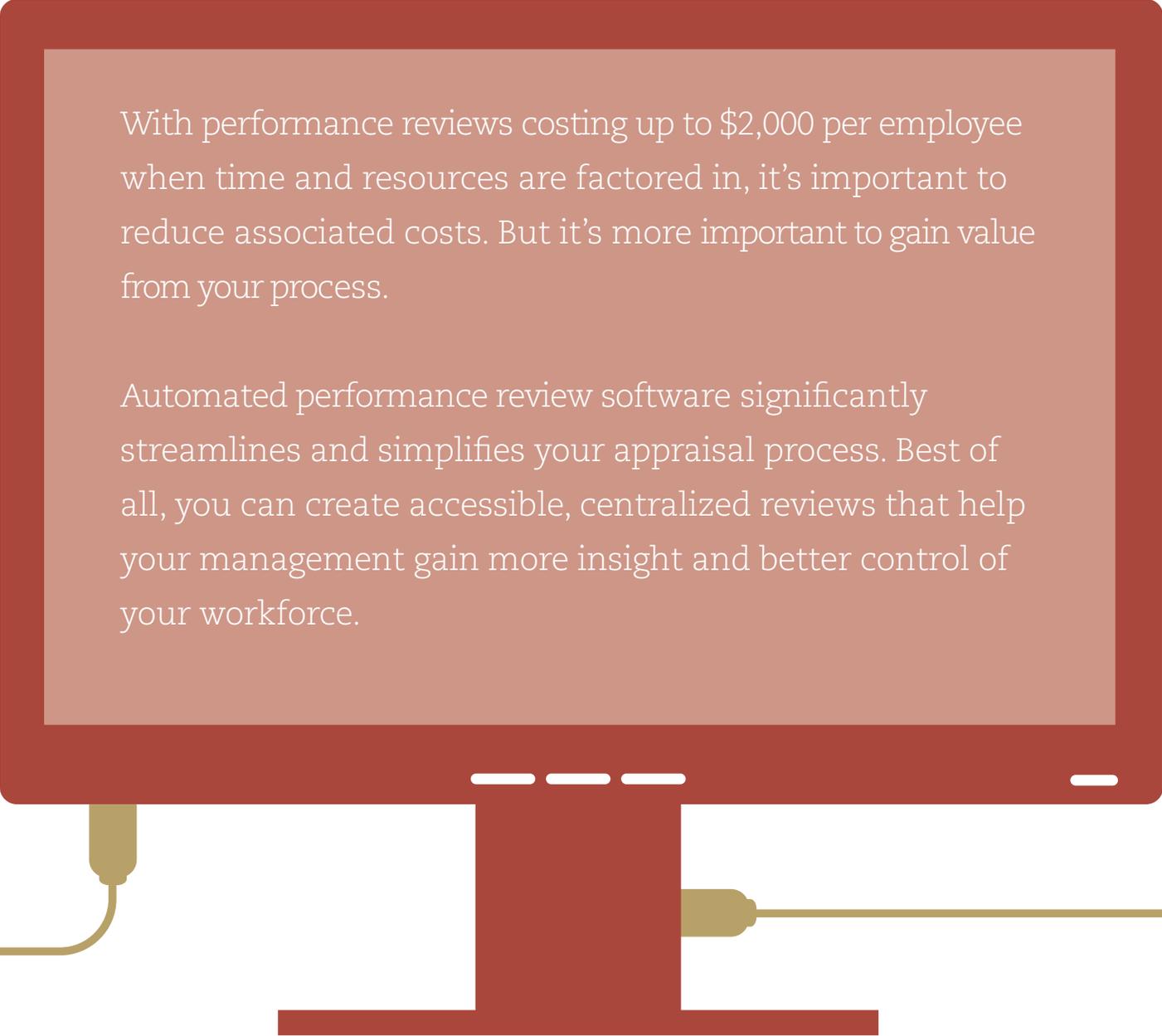
### Identify employee strengths and weaknesses

An automated evaluation tool collects overall company data so you can discover which competencies or skills your workforce may be lacking. If there is a widespread misunderstanding of a company policy or a lack of communications skills across a department, corrective training measures can be taken.

### Monitor changes in employee ratings

Easily identify trends in workforce performance and ratings. Perhaps a new manager, director or vice president has joined, or new policies have been enacted. Maybe your organization underwent extensive sales training. Automated performance reviews will allow you to see the effects of these changes on your organization, helping you decide what makes the biggest impact on your bottom line.





With performance reviews costing up to \$2,000 per employee when time and resources are factored in, it's important to reduce associated costs. But it's more important to gain value from your process.

Automated performance review software significantly streamlines and simplifies your appraisal process. Best of all, you can create accessible, centralized reviews that help your management gain more insight and better control of your workforce.

## About Insperity

Insperity, a trusted advisor to America's best businesses for more than 26 years, provides an array of human resources and business solutions designed to help improve business performance. Insperity™ Business Performance Advisors offer the most comprehensive suite of products and services available in the marketplace. Insperity delivers administrative relief, better benefits, reduced liabilities and a systematic way to improve productivity through its premier Workforce Optimization™ solution. Additional company offerings include Human Capital Management, Payroll Services, Time and Attendance, Performance Management, Organizational Planning, Recruiting Services, Employment Screening, Financial Services, Expense Management, Retirement Services and Insurance Services. Insperity business performance solutions support more than 100,000 businesses with over 2 million employees. With 2011 revenues of \$2 billion, Insperity operates in 56 offices throughout the United States.

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