

A large, stylized orange chevron pointing to the right, serving as a background for the text.

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# Why performance management needs to become more human again

## An Outlook Up Close video

### Video Transcript

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#### What motivates you?

Right now, I would have to say it is my two children, Elizabeth and Theodore. It's great watching them learn and grow every day.

#### How do you measure your own performance?

I spend a lot of time thinking about

what I could do and what I could do better in the future. Increasingly, I also talk to my team, my friends and my family and I ask them for input on what I could do better and what their perceptions are of me.

#### Why is performance management critical for businesses?

Our research shows that in organizations, 46 percent of people actually say that when they receive discouraging feedback, it impacts upon their performance and it impacts upon their ability to do their job. That's nearly 50 percent of the workforce saying that they are

potentially disengaged at work.

#### How does digital technology impact performance management?

Our research has found that digital has impacted performance management profoundly. We now live in a hyper-connected, hyper-personalized world. We live our lives through social media. We are able to react to things, we are able to get angry, we are able to laugh, we are able to like and we are able to comment in real time almost instantly as things take place and happen. We then enter the

workplace, and in many cases, it feels like we go back in time.

### **How can businesses get more value out of performance management?**

First, we need to become more human again. At its heart, performance management needs to be a dialogue between two individuals.

Second, we need to have discussions happening in real time. In its worst case scenario, we wait up to a year to give people performance feedback.

Third, we need performance management to be transparent. We need to be clear with people and we need to be able to explain how we are assessing their performance in simple, real, human terms.

It is critical that we take care of our people, that we motivate them that we inspire them, and we engage them through a new approach to performance management.