

# LIE 6: People can reliably rate other people.

## TRUTH 6: People can reliably rate their own experience.

### Understand the Truth

**Stop.** Deploying systems that ask people to rate other people.

**Start.** Measuring people with systems based on reliable, variable and valid data.

**What's Needed.** In order to start, you need:

- 1 - A method for team members to provide performance ratings aligned to their goals.
- 2 - Provide team leaders with reliable, variable, and valid data from their employees' ratings that enables them to improve their team members' performance.
- 3 - Data from across the organization accessible to HR leaders to inform their talent decisions.



### Start the Conversation

#### The FLC revealed a new truth:

Question	Listen for...	Redirects
<ul style="list-style-type: none"> <li>How did you react to the lie?</li> </ul>	<ul style="list-style-type: none"> <li>Surprise or intrigue</li> <li>Questioning</li> </ul>	<ul style="list-style-type: none"> <li>I was questioning it myself... But when I think of my own experience with 360 rating systems, it makes a lot of sense.</li> </ul>
<ul style="list-style-type: none"> <li>How did you react to the truth?</li> </ul>	<ul style="list-style-type: none"> <li>Agreement</li> <li>Some buy-in</li> </ul>	<ul style="list-style-type: none"> <li>It matters to me when my perspective of my performance is considered by my manager.</li> </ul>
<ul style="list-style-type: none"> <li>How does this play out in your world?</li> </ul>	<ul style="list-style-type: none"> <li>360 Rater Reviews</li> </ul>	<ul style="list-style-type: none"> <li>Before you heard about it in the FLC, had you thought about the downside of peer reviews?</li> </ul>
<ul style="list-style-type: none"> <li>How do you equip your leaders to measure their people's performance?</li> </ul>	<ul style="list-style-type: none"> <li>Training</li> <li>"We don't have a good way to equip them."</li> </ul>	<ul style="list-style-type: none"> <li>Think about how much more effective performance management will be when those being managed give their insights into what they need to get better.</li> </ul>
<ul style="list-style-type: none"> <li>How do your current processes provide you with insight into your team leaders' ability to rate their team members?</li> </ul>	<ul style="list-style-type: none"> <li>Difficulty gaining insight across the organization</li> </ul>	<ul style="list-style-type: none"> <li>Most organizations have been doing it the same way for years and are not seeing the results they desire.</li> <li>The FLC can be a great source of awareness and inspiration to understand how we can better apply these truths and change the old way of doing things for a better outcome.</li> </ul>
<ul style="list-style-type: none"> <li>What would it mean to your organization if team leaders were properly equipped to improve their team's performance?</li> </ul>	<ul style="list-style-type: none"> <li>More employee engagement, less ill will and better leadership decisions</li> </ul>	<ul style="list-style-type: none"> <li>Would you like to hear how ADP can work with your team leaders to be better leaders?</li> </ul>

### Others | Outdated View

View other people's input as a reliable indicator of an employee's performance.

Don't understand data and capture the wrong data in ways that are attractive only to HR, leading to ill-will, bad decisions and employee disengagement.

### ADP | New Way of Thinking

The employee can reliably rate their own experience in ways that gives their leaders the right data to get the best out of them.

Provide the tools that enable employees to give insights into what they need to get better results in reliable and actionable data for team leaders and HR to improve the performance of their people.

### CALL TO ACTION:

Let's explore how ADP can help you improve your performance management methods and quality of performance data you receive to improve your organization.