

REINVENTING PERFORMANCE MANAGEMENT

**Processes won't unlock human
performance. Here's what will.**



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REINVENTING PERFORMANCE MANAGEMENT

While performance management processes enable business and talent decisions, engineering human performance takes more than a process.

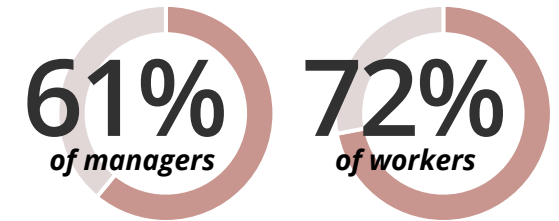
Why doesn't performance management work?

Despite decades of reinvention, people still don't like performance management. While we can (and should) continue to improve it, the real issue is that we are expecting too much from a process, as if it is the primary driver of human performance. But unlocking human performance requires a broader, long-term effort to engineer human performance in the flow of everyday work.

Tension: Traditional performance management is broken

- Most managers and workers don't trust their performance management process and organizations don't trust their ability to accurately evaluate the value created by individual workers.
- With a lack of organizational support and limited time they're able to spend on people development, managers resort to outdated, but easy-to-measure productivity metrics.

WHAT THE DATA SHOWS



do not trust their organization's performance management process



said they're doing great things using data and evidence to capture the value of workers' performance while enhancing worker trust

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Organizations can enhance performance management by setting clear goals, providing real-time feedback, supporting personal and business growth through trained managers, involving employees in shaping evaluations, and ensuring fairness with evidence-based assessments that minimize bias and build trust.



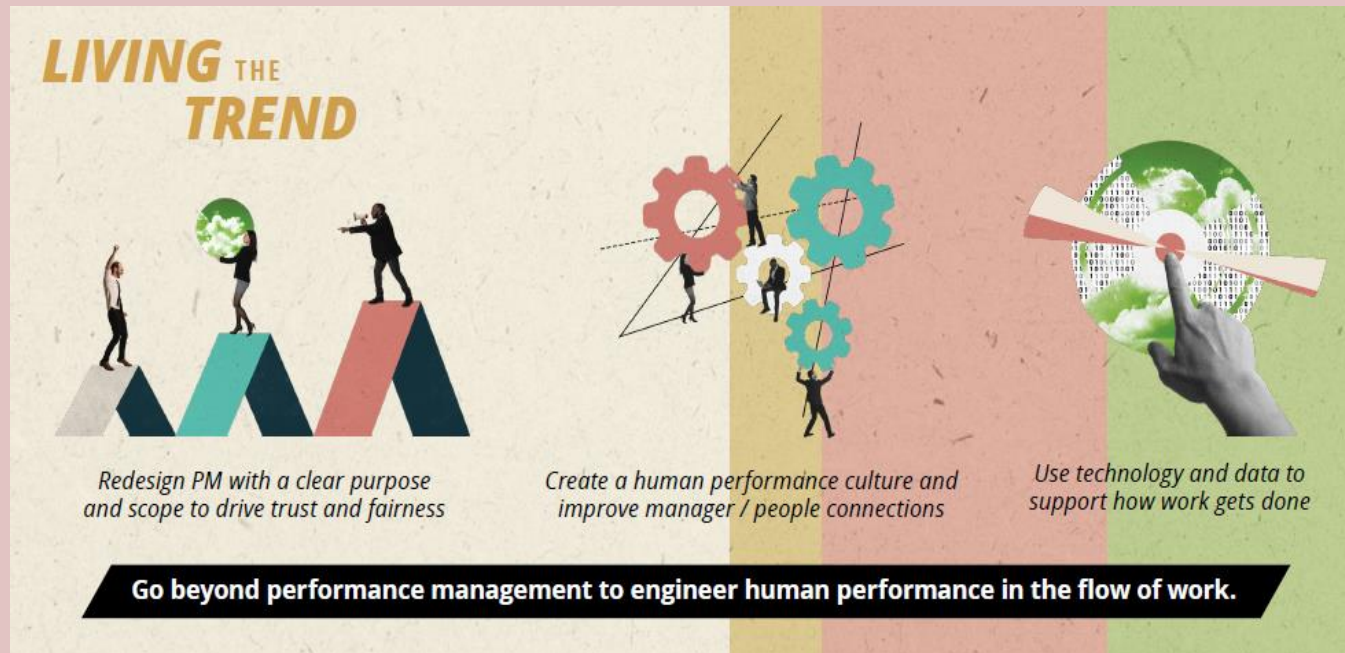
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- Clearly define the purpose and scope of performance management.
- Design to build trust and fairness.
- Tying bonuses to performance goals to drive business and human outcomes
- Simplify the process and model it from the top. Engineering day-to-day human performance
- Create a human performance culture and org design.
- Improve manager and people connections.
- Redesign workforce practices for human and business outcomes.
- Use technology and data to support how work gets done.



Nambian Readiness Gap

According to the Deloitte 2025 HC Trends survey results, only 12.82% of Namibian leaders in organizations are busy rethinking or replacing Performance management to use data/evidence to better capture the full value of workers, while also enhancing trust.

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