PERFORMANCE TRACKING

GOVERNMENT OF CANADA

WHO
Real Property Client Services team

WHAT
Collaborative Performance Management

NEED
Demonstrate capabilities including live dashboards.

OUTCOME

Successful proof of concept in HR Performance Management

When Real Property Client Services team asked Ethelo to track ongoing relationship performance for a small team over 6 weeks, it generated interesting results and provided Ethelo with a wealth of documented requirements to help provide value to future clients.

The Client Services team manages the relationship between Real Property and various Government departments and agencies. Real Property has technical and accommodation professionals who buy, sell, upgrade and manage a large portfolio of Government buildings. It is a dynamic relationship influenced by a series of project deliveries and ongoing services.

OPEN DIALOGUES AND LIVE PERFORMANCE DATA CAN EMPOWER RELATIONSHIPS

Most managers are able to describe the essence of a relationship between themselves and a client. It is more difficult to enumerate the specific qualities over time, because people do not think in numbers and place far more emphasis on recent interactions. The existing client services barometer takes a snapshot of the relationship once a year.Individual project evaluations also take place, but there is no ongoing means to track the current relationship between client service team roles and the client department accommodation managers.

PROOF OF CONCEPT ACHIEVES 75% CLIENT RATING AND VALUABLE DESIGN DATA

The standard Ethelo platform was used for role ratings and dialogues. Google Sheets were integrated to complement Ethelo's results page to show time-based performance dashboards (see figure). Ethelo tracked the performance of 6 roles using 4 factors over 6 weeks. The technique used was to apply the mean average of all current ratings, polled on a weekly interval.

Ethelo was able to determine a semi-automated process for collecting participant input data and publishing it through 3rd parties. This process will be automated in future Ethelo releases.
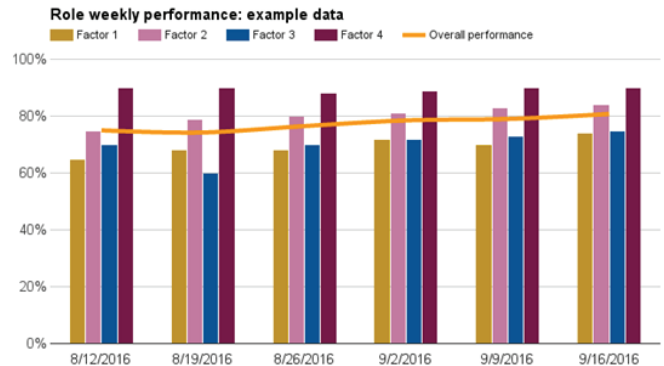

Figure 1: Weekly performance evaluation over a 6 week period.