






Continuous Feedback for Financial Organizations





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Rhabit Analytics
Digital Marketing Manager

-  Diet Mountain Dew & Doritos
-  Breaking Bad / Better Call Saul
-  Continuous Employee Feedback



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Rhabit Analytics
Business Development

-  Love/Hate for Peloton Instructors
-  30 Rock Reruns
-  Core Values Alignment

Cultural Health

69%

01 Employee Engagement

74	69	69	69	68
70	75	68	65	73
68	65	67	68	69

02 Performance Management

03 Cultural & Behavioral Alignment



Rhabit Is
A Talent Management Platform Fueled
By Continuous Employee Feedback

Habit

Users

04 Goals & OKRs

Helping to Embrace Change



Core Values



05 Organizational Network Analyses

Dependability



06 Succession Planning

07 Predictive Analytics



Today's FinServ work environment is characterized by transformational change.

Talent leaders in this vertical are compelled to ensure:

- their employees feel supported in this challenging climate
- employee behavior is aligned to company values.

Continuous employee feedback can get them there.

Use continuous feedback to

Align behaviors to **values**.



Core Values

Begin with your company's core values.

Break each one up into observable behaviors.

Employ a continuous feedback process to capture frequent feedback on each behavior, for each employee.

Q1

How can talent leaders at financial organizations drive behavioral alignment to their company's core values?

A1

Break your company's core values into bite-sized pieces of observable behaviors, & measure with continuous feedback.

Use continuous feedback to

Align behaviors to **values**.

Time commitment

Seconds per week.



Core Values

Begin with your company's core values.

Break each one up into observable behaviors.

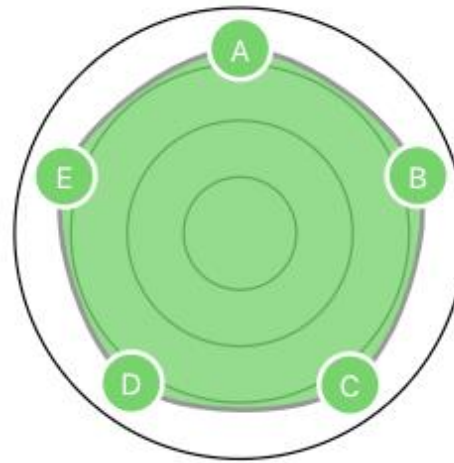
Employ a continuous feedback process to capture frequent feedback on each behavior, for each employee.

Helping to Embrace Change ▾

Helping others in the company to cope with changing processes and requirements

83%

-1% from last week



- Excellent (100%-90%)
- On Track (89%-65%)
- Needs Work (64%-0%)

Behaviors

- A** When something in the company is changing, sets expectations about...
- B** Helps his/her direct report to adjust to changes in the organization.
- C** Asks questions and listens to direct reports about their concerns and...
- D** Explains why the changes in the organization are important.
- E** When something in the company is changing, explains how it will affect...

Use continuous feedback to

Align behaviors to **values**.

Time commitment

Seconds per week.



Core Values

Begin with your company's core values.

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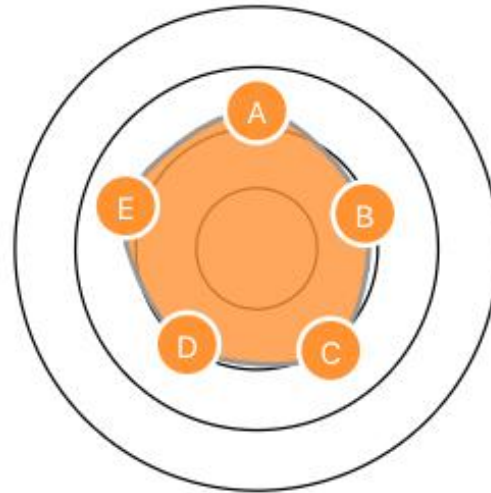
Employ a continuous feedback process to capture frequent feedback on each behavior, for each employee.

Communication ▾

Communicating important information to others in an effective way

53%

+15% from last week



Behaviors

- A** Writes clear and easy to understand emails and other written documents.
- B** Pays attention to person talking to him/her, does not do other things on...
- C** When explaining something, uses easy to follow language.
- D** When making a request, clearly states what he/she wants and by when.
- E** Is concise and gets to the point quickly when explaining something.

Use continuous feedback to

Measure your progress over time.



Core Values

Your continuous feedback platform may trend out your data for you.

If not, export your data to create simple charts.

More data points over the course of the year enables you to tell more stories, vs. one big story once per year.

Q2

How can talent leaders use feedback to tell the story of their organization's progress & cultural health?

A2

Trend your feedback data over time to understand which behaviors are at target and which still need improvement.

Use continuous feedback to

Measure your progress **over time.**



Core Values

Your continuous feedback platform may trend out your data for you.

If not, export your data to create simple charts.

More data points over the course of the year enables you to tell more stories, vs. one big story once per year.

Habit Trend



Use continuous feedback to

Measure your progress **over time.**



Core Values

Your continuous feedback platform may trend out your data for you.

If not, export your data to create simple charts.

More data points over the course of the year enables you to tell more stories, vs. one big story once per year.

Habits

▲/▼ Weekly trend

Share

Manage Feedback Circle



Improvement and
Innovation



Helping to Embrace
Change



Communication



Dependability

Team Members

User	Habits	Response Rate
Glen Campbell	● ● ● ● ●	100%
Grant Hubbard	● ● ● ● ●	100%
Gina Peters	● ● ● ★ ★	100%
Allison Jordan	● ● ● ★ ★	100%

Team	Manager	Habit Scores
Accounting	Quinton Ali	13% 23% 63%
Global HR	Jennifer Smith	13% 20% 67%
Internal Communications	Francine Jenkins	13% 40% 47%
Nashville Engineering	Katie Leeper	7% 44% 49%
Technology	Matoko Kusanagi	7% 36% 58%

Recap

Leverage continuous employee feedback to **activate your competency model.**



Map

Break your competency model up into observable behaviors



Track

Measure your organization's progress toward alignment – over time



Convey

Use the data to tell the story of your organization's behavioral shifts at any given time



What's Next For You?



LEARN

- [Register](#): Webinar on Core Value Design, taking place on 2/13
- Read: [The Employee Experience of Financial Services Workers](#) by the IBM Smarter Workforce Institute and workhuman research institute
- Read: [Leading Change In UK Financial Services](#) by PeopleInsight



COMPARE

- Compare [Rhabit's features](#) to those of other continuous feedback platforms
- Download Rhabit's product overview one-sheeter
- [Register](#) for one of our public live demos of the Rhabit platform (next one taking place on 2/20)



DO

- Email hello@rhabit.co to secure a 15-min intro!



Introduction to Continuous Employee Feedback

What Is Continuous Employee Feedback?



A continuous feedback strategy encourages **consistent communication** centered around an employee's growth.

It leverages the 'trial and error' learning patterns that are central to the way **humans naturally learn.**

From energizing employees to grow positive traits, to deterring them from slippery slopes, frequent feedback is critical to the success of individuals, managers, and companies.

Why Choose A Continuous Feedback Approach?



Event-Centric

Annual, bi-annual, and pulse surveys are dreaded by employees, have low participation rates, interrupt business momentum, and prohibit accurate data measurement.

Past

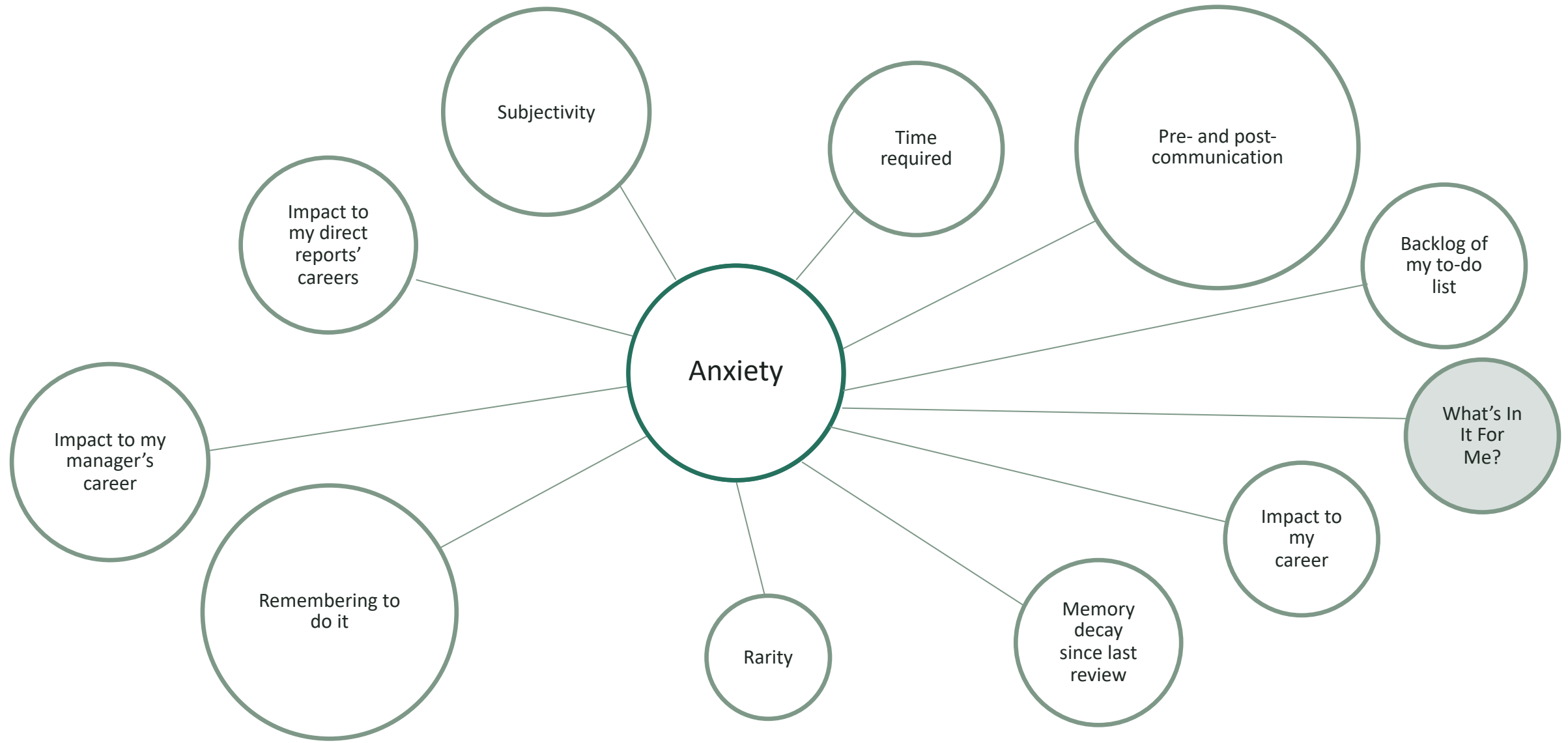
Future

Continuous

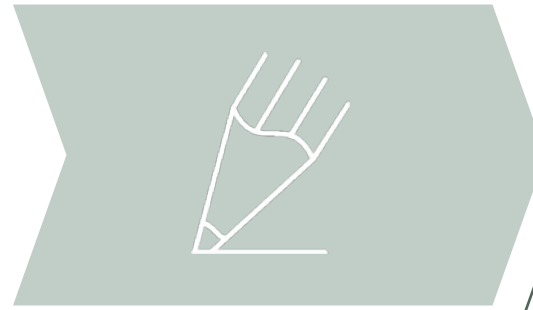
A lightweight and frequent feedback capture process encourages higher participation, becomes a natural part of everyone's workflow, and gives talent leaders insight into how employees' behaviors and engagement are changing over time.

The Reason Your Participation Rate Is So Low

Consider the emotional and cognitive load required of annual and pulse surveys.



Comparison: A Recap



Annual

Pulse

Continuous

Est. Time Required

Several hours / yr

10 minutes / survey

Minutes / wk

Scope

Broad

Topical

Flexible

Subjectivity

(e.g., discussions, written components)

Subjective

Neutral

Objective

Reporting Timeline

Slow

Fast

Immediate

Anxiety

High

Medium

Low

How To Capture Continuous Feedback



Today, many platforms support the capture of continuous feedback, making 2020 a great year to transition to a continuous feedback culture.

Here are some considerations to keep in mind:

- How frictive is the feedback capture process for the end user?
- Who directly benefits from it? (Do individuals get performance dashboards, too?)
- Can the process be tailored to our company's unique competencies?
- Does the platform provide reporting and analytics at the granularity needed by my team and leadership?
- Is the platform a standalone SaaS product, or does it offer a consulting arm as well?
- Does the platform follow stringent data security protocols?
- Can the platform integrate into our company's existing HRIS systems?

happy users + meaningful data = powerful change