

The Scorecard



Structure and speed up your
hiring process



Our Journey Today

- Intro: Why Scorecards?
- Anatomy of a Scorecard
- Outcome of Scorecards
- Hiring Managers Objections
- Q&A

How Does The Story Begin?



**You might have
the feeling...**

**...That you are
running an errand.**



What about you?

Have You Ever Been in This Situation?

Initial Situation

- You note more duties than objectives
- Description of profile is more accurate than description of tasks
- Profile is not tightly aligned with tasks
- Hiring Manager knows it all (HM tends to skip TA questions)

**Scorecards +
Client-Centric Questions =
the *best* you can get to **counter** a
self-diagnosing *hiring manager.***

The Idea Behind

- Description of what should be **ACHIEVED**
- Broken down to single **OBJECTIVES**
- Each defined by its **SUCCESS** through KPIs
- On a realistic **TIMELINE**

Anatomy of a Scorecard

| Role Goals | KPI | | | Time Frame | Outcome |
|--------------------------------------------------------------|-------------------------------|-----|-----|-----------------------------------------------|-----------------------------------------------|
| | poor | avg | top | | |
| <i>DEFINE WHAT IS SUPPOSED TO BE ACHIEVED (NOT THE DUTY)</i> | <i>UNCOVER THE INDICATORS</i> | | | <i>GET A REALISTIC VIEW INTO THE TIMELINE</i> | <i>UNCOVER THE IMPACT IN THE ORGANISATION</i> |
| Type type type... | | | | | |
| Type type type... | | | | | |

Anatomy of a Scorecard

| Role Goals | KPI | | | Time Frame | Outcome |
|--------------------------------------------------------------|-------------------------------|-----|-----|-----------------------------------------------|-----------------------------------------------|
| | poor | avg | top | | |
| <i>DEFINE WHAT IS SUPPOSED TO BE ACHIEVED (NOT THE DUTY)</i> | <i>UNCOVER THE INDICATORS</i> | | | <i>GET A REALISTIC VIEW INTO THE TIMELINE</i> | <i>UNCOVER THE IMPACT IN THE ORGANISATION</i> |
| Type type type... | | | | | |
| Type type type... | | | | | |

Anatomy of a Scorecard

| Role Goals | KPI | | | Time Frame | Outcome |
|--------------------------------------------------------------|-------------------------------|-----|-----|-----------------------------------------------|-----------------------------------------------|
| | poor | avg | top | | |
| <i>DEFINE WHAT IS SUPPOSED TO BE ACHIEVED (NOT THE DUTY)</i> | <i>UNCOVER THE INDICATORS</i> | | | <i>GET A REALISTIC VIEW INTO THE TIMELINE</i> | <i>UNCOVER THE IMPACT IN THE ORGANISATION</i> |
| Type type type... | | | | | |
| Type type type... | | | | | |

Anatomy of a Scorecard (Example)

| Role Goals | KPI | | | Time Frame | Outcome |
|---------------------------------------------------------------------|---------------------------------|---------------|-------|-------------------------------------------|-----------------------------------------|
| | poor | avg | top | | |
| <i>DEFINITION OF WHAT IS SUPPOSED TO BE ACHIEVED (NOT THE DUTY)</i> | <i>UNCOVERING OF INDICATORS</i> | | | <i>A REALISTIC VIEW INTO THE TIMELINE</i> | <i>IMPACT IN THE ORGANISATION</i> |
| Enlarge the Quality Assurance Team from 3 to 7 | 5 | 6 | 7 | End of Q3 | Headcount is synched with QA Objectives |
| Increase Product Quality (decrease of reported issues = -45% YoY) | <-20% | -20%~ -43% | >-42% | End of Q4 | Contribution to user engagement |
| Implement a new QA Service Desk | no | no | yes | End of October | |

Anatomy of a Scorecard (Example)

| Role Goals | KPI | | | Time Frame | Outcome |
|---------------------------------------------------------------------|---------------------------------|---------------|-------|-------------------------------------------|-----------------------------------------|
| | poor | avg | top | | |
| <i>DEFINITION OF WHAT IS SUPPOSED TO BE ACHIEVED (NOT THE DUTY)</i> | <i>UNCOVERING OF INDICATORS</i> | | | <i>A REALISTIC VIEW INTO THE TIMELINE</i> | <i>IMPACT IN THE ORGANISATION</i> |
| Enlarge the Quality Assurance Team from 3 to 7 | 5 | 6 | 7 | End of Q3 | Headcount is synched with QA Objectives |
| Increase Product Quality (decrease of reported issues = -45% YoY) | -20% | -30%~ -43% | >-42% | End of Q4 | Contribution to user engagement |
| Implement a new QA Service Desk | no | no | yes | End of October | |

Decreasing accuracy

The Outcome of Scorecards

- Puts Hiring Managers in the position of **Defining Objective Criteria** for hiring.
- Enables TA to transition from "*I ask some cultural questions*" to **Behavioral / Situational questions**.
- Allows TA & HM to **Design and Assign Questions** (or tasks) along the hiring process.
- Cuts the **Time Spent** in hiring (early recognition of unfitting profiles).
- Increases **Probation Success Rate** (quality of hiring): You hire people who are aware of what needs to be achieved.

The Outcome of Scorecards

Please do not forget your job ad...



A **CandEx** Driver!?

Leadership is what you **SELL** in a hiring process. Scorecards are a bridge towards *better* leadership.

What about you?

Are you using Scorecards?

Hiring Managers Objections



- # I already gave you the task list,
why do I need to define the objectives?
- # In my team we can't quantify objectives /
we don't use metrics.
- # I don't have any objectives.
The job is always the same.
- # I don't get it. Why do you want to
simplify the job description?
- # We do agile, we don't have objectives.

- # I already gave you the task list,
why do I need to define the objectives?
- # In my team we can't quantify objectives /
we don't use metrics.
- # I don't have any objectives.
The job is always the same.
- # I don't get it. Why do you want to
simplify the job description?
- # We do agile, we don't have objectives.

- # I already gave you the task list,
why do I need to define the objectives?
- # In my team we can't quantify objectives /
we don't use metrics.
- # I don't have any objectives.
The job is always the same.
- # I don't get it. Why do you want to
simplify the job description?
- # We do agile, we don't have objectives.

- # I already gave you the task list,
why do I need to define the objectives?
- # In my team we can't quantify objectives /
we don't use metrics.
- # I don't have any objectives.
The job is always the same.
- # I don't get it. Why do you want to
simplify the job description?
- # We do agile, we don't have objectives.

- # I already gave you the task list,
why do I need to define the objectives?
- # In my team we can't quantify objectives /
we don't use metrics.
- # I don't have any objectives.
The job is always the same.
- # I don't get it. Why do you want to
simplify the job description?
- # We do agile, we don't have objectives.

THANK YOU

LET IT FLOW



FLOWFORGOOD

