

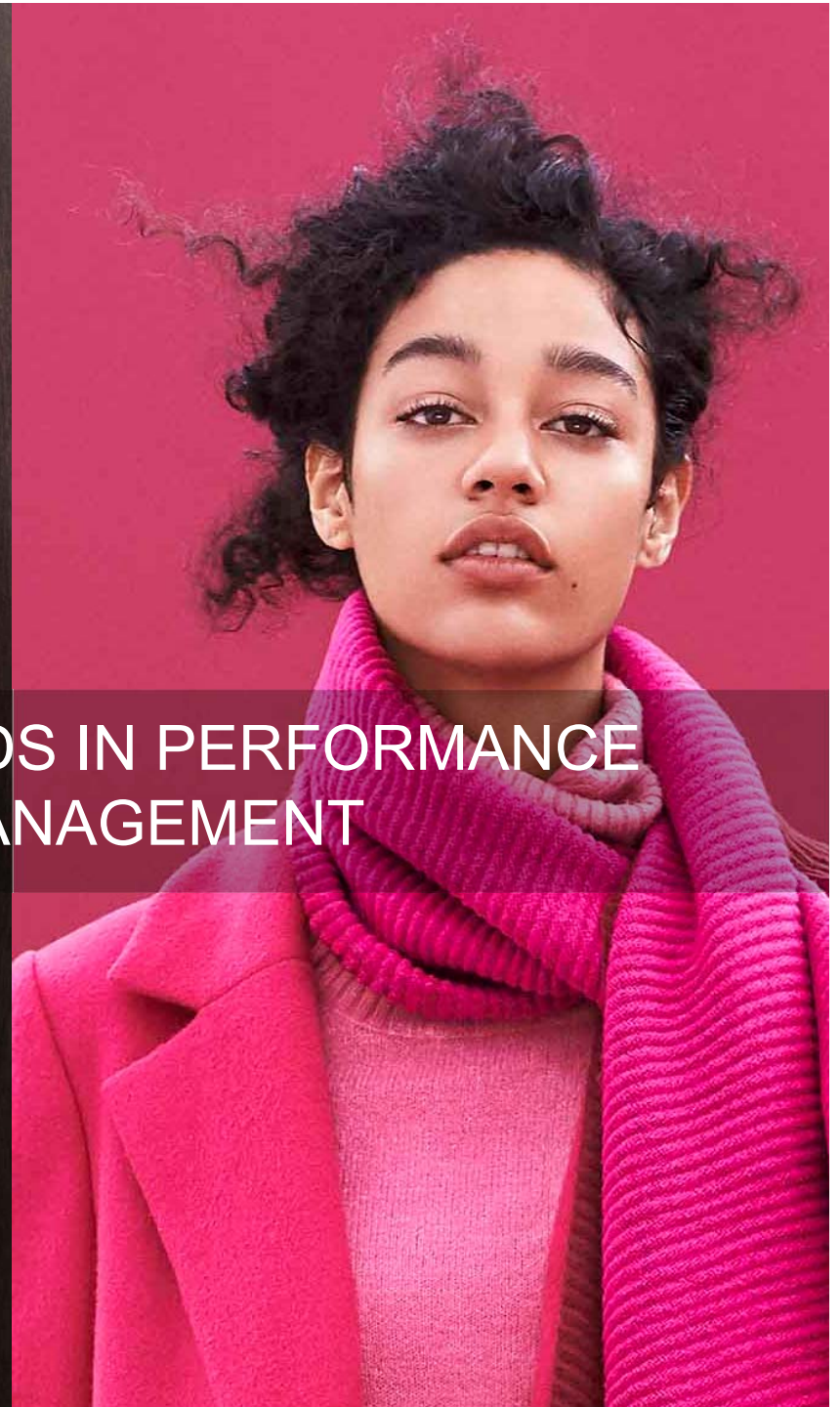
RIVER ISLAND

NEW TRENDS IN PERFORMANCE MANAGEMENT

NEBEL CROWHURST
HEAD OF TALENT



@BrightonBelle39



RIVER ISLAND

OUR STORY



PERFORMANCE MANAGEMENT

THE CURRENT LANDSCAPE



COMPANIES ARE...

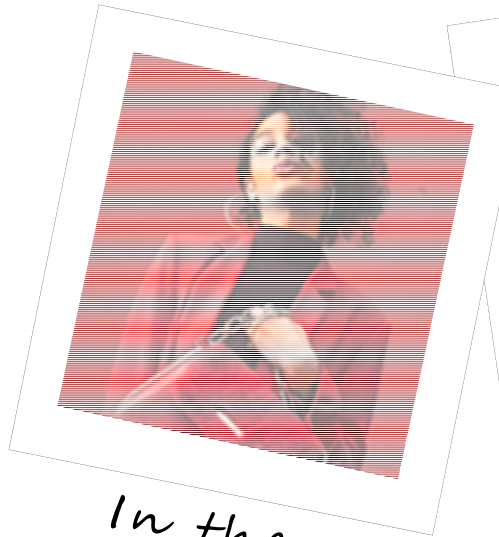
- ❏ PROMOTING ACCOUNTABILITY, OWNERSHIP AND TEAMWORK
- ❏ GIVING EMPLOYEES MORE REGULAR SUPPORT
- ❏ PROVIDING MEANINGFUL TIMELY FEEDBACK
- ❏ POSITIONING MANAGERS AS COACHES (NOT EVALUATORS)





OUR STEPS TO CHANGE

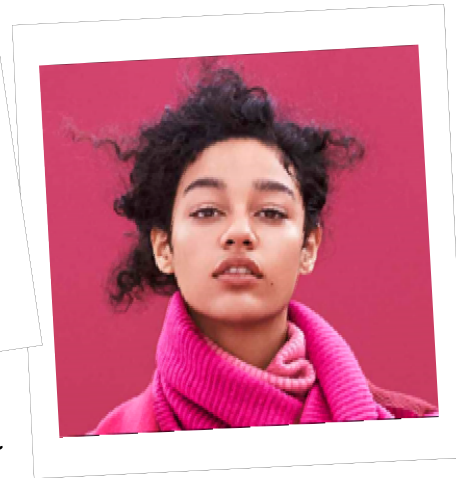
RI CAREER DEVELOPMENT & PERFORMANCE APPROACH



*In the
moment
feedback*



*Career
Development
Meetings*



*Effective
1:1s*



OUR LEARNING THE MISSING INGREDIENT

RIVER ISLAND



MODEL THE WAY

FOR MANAGERS



BUSINESS IMPACT

+ 2% Employee Engagement

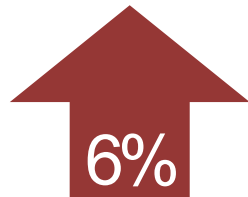


BE HEARD RESULTS

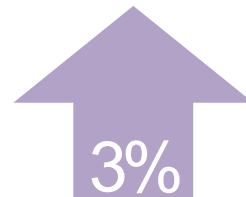
SECTION SUMMARIES 2015 TO 2017



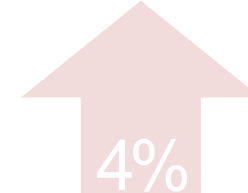
MY MANAGER



LEADERSHIP



PERSONAL GROWTH

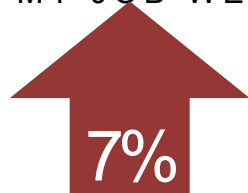


BE HEARD RESULTS

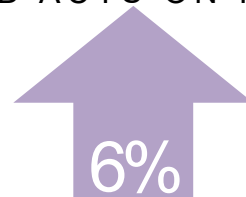
MY MANAGER 2015 TO 2017



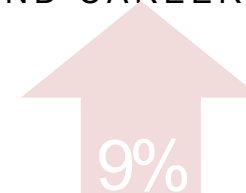
...ALWAYS MAKES
TIME FOR ME AND
SUPPORTS ME TO
DO MY JOB WELL



...LISTENS TO
WHAT
I HAVE TO SAY
AND ACTS ON IT



...GIVES ME FEEDBACK
THAT HELPS ME IMPROVE
MY PERFORMANCE
AND CAREER



BUSINESS IMPACT

+ £6.8m – Retail bottom line 2016



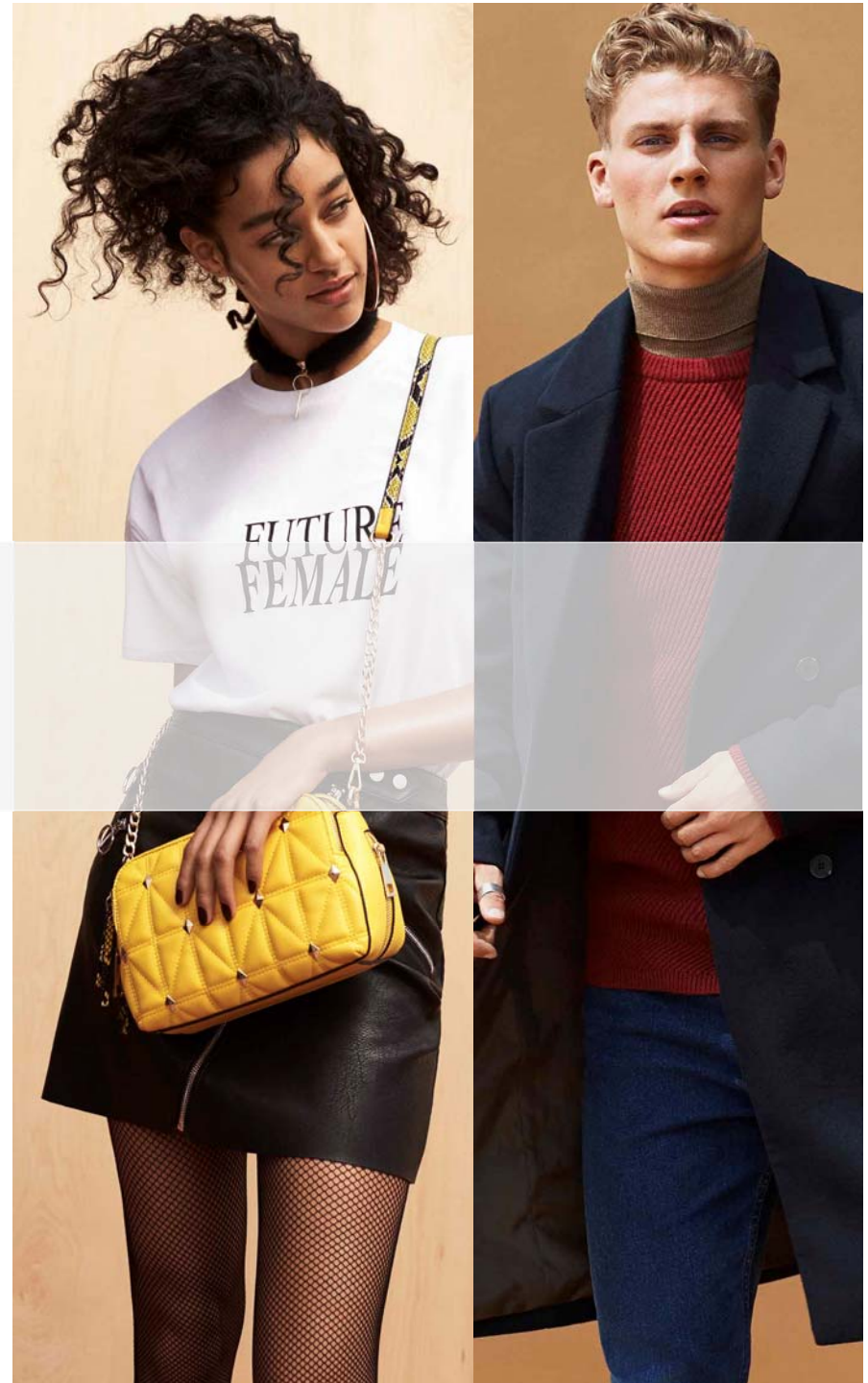
BUSINESS IMPACT

Towards Maturity Index

2015 12.86

2016 63.26

2017 71.13



THE FUTURE

AGILE APPROACH TO WORK



RIVER ISLAND

TIPS FOR SUCCESS





QUESTIONS?