

MY 10X JOURNEY FOR MANAGERS

Overview



OVERVIEW OF 10X JOURNEY GOALS AND PERFORMANCE



The 10X Journey process, including goals and performance management, is documented in Fusion electronically.

Please review the 2024-2025 timeline provided for an overview of employee and Manager tasks.

December 2024:

Employees will review and update their **2024 Goals**, *draft* their **2025 Goals** and update their **2024 Performance** document in Fusion.

January 2025:

Managers will schedule and conduct in-person, Microsoft Teams, or telephone **meetings to discuss 2024 Goals and Performance**.

February 2025:

Employees will *finalize* their **2025 Goals** and **2024 Performance and Growth Plan** and submit to their Manager for final review and approval in Fusion.

February 2025:

Managers will review, edit and/or approve the 2025 Goals and the 2024 Performance & Growth Plan and share the document with the employees in Fusion.

THE PROCESS FOR MY 10X JOURNEY



EMPLOYEE	PEOPLE MANAGER
Look at the last performance review and notes from 1:1 meetings. Where has performance gone well and where can it be strengthened?	Look at the last performance review and notes from 1:1 meetings
Consider what key themes are developing and prepare your notes	Consider what key themes are developing and prepare your notes
Update your 2024 Goal Plan progress and create a draft of your 2025 Goal Plan in Fusion	Ask the employee to complete their 2024 Performance module, and suggest 2025 Goals, in Fusion, <u>in advance of your meeting</u>
Think of what support you can ask for which will help you be successful	Plan where and when the meeting will be and ensure invites are sent in advance
Consider what your aspirations are and be ready to share them	Plan your time and ensure the time is dedicated, with no interruptions
Consider what development you think you need to stay ahead in your role and ready to achieve the plans for the business	Consider the plans and targets for the coming year – what does this individual need to do to contribute to this? Be clear on this year's expectations
	Consider the development the employee should undertake to keep them ahead

INTERTEK'S MY 10X JOURNEY



Planning – Goal Setting

Expectations Established

Goals should be SMARTER:

Specific yet provide an opportunity to Stretch, the goal must be explicitly defined

Measurable yet Meaningful, the goal must have quantitative OR qualitative criteria

Attainable yet Ambitious, challenging yet achievable

Relevant yet Recognized/Rewarding, the goal must align*

Timely, the goal must have a start and end date

Enriching/Evaluated, assessment by multiple check-points, including powerful feedback & guidance

Reviewed, detailed review, lessons learned, define improvement areas & revise objectives

**Align to the company strategy, the team's mission and the employee's potential*

Managing

Planning

**COMMITTED
AND
ENGAGED
WORKFORCE**

Assessment

Development

Employee Development | Career Development

May also include Performance Improvement Planning

Managing (ongoing)

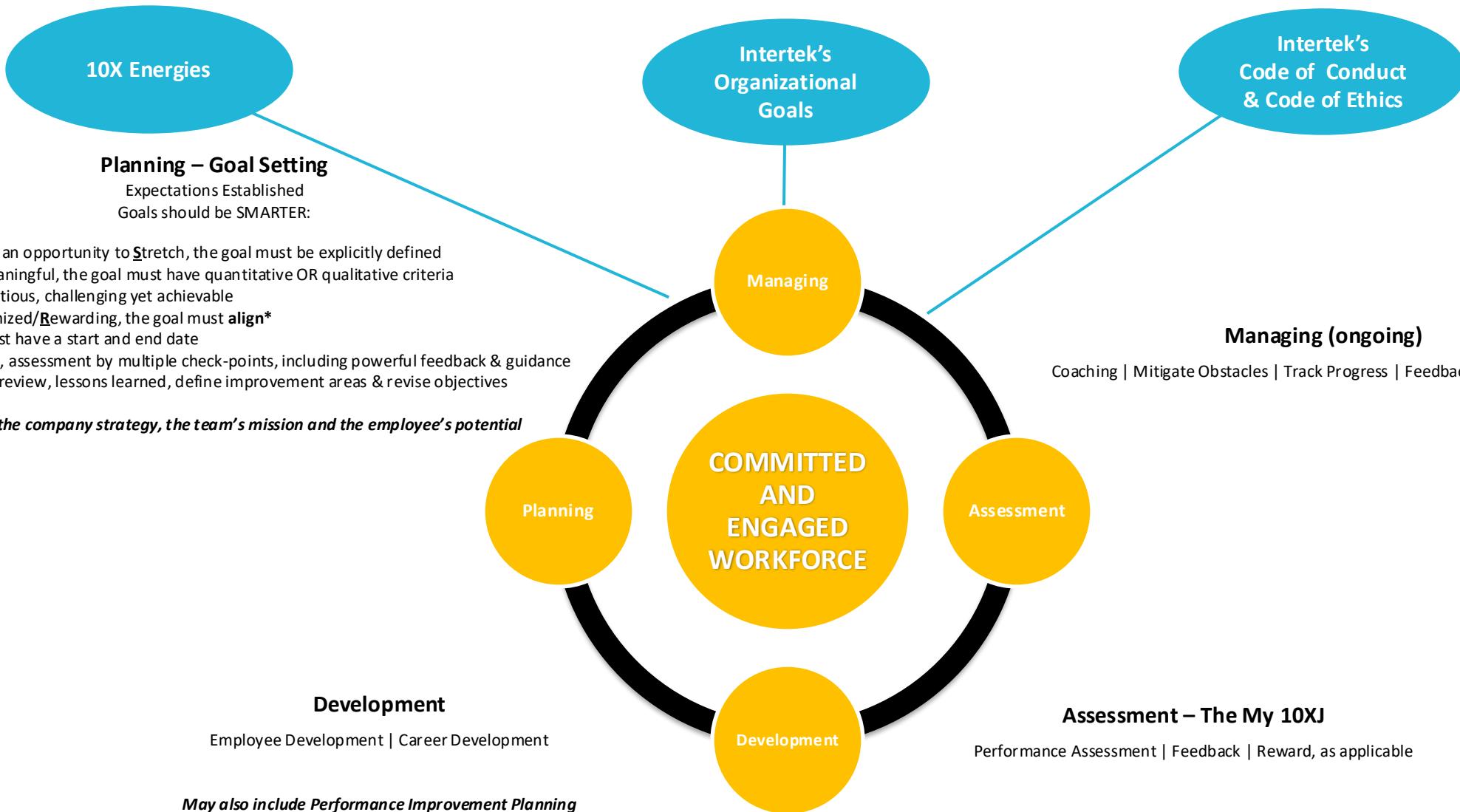
Coaching | Mitigate Obstacles | Track Progress | Feedback / Check-Ins / 1:1

Assessment – The My 10XJ

Performance Assessment | Feedback | Reward, as applicable

The My 10X Journey Lifecycle

INTERTEK'S MY 10X JOURNEY



The My 10X Journey Lifecycle

Why Are 10XJs Important?



- Recognize accomplishments
- Guide progress
- Review performance

Why Are 10XJ's Important? *continued*



- Set goals
- Identify areas for improvement
- Discuss career advancement



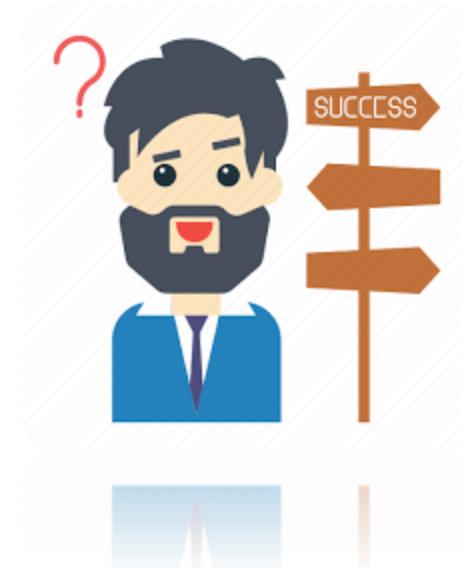
INTERTEK'S MY 10X JOURNEY PROCESS

10X Journey Benefits for the Organization



- Employee engagement
- Employee development
- Feedback
- Motivation
- Documentation

10X Journey Benefits for the Employee



- Direction
- Visibility
- Feedback
- Input
- Motivation
- Engagement
- Professional Development & Personal Growth

MY 10X JOURNEY FOR MANAGERS

Prepare for a useful 10XJ Evaluation

Be a Coach, Not a Judge





INTERTEK'S MY 10X JOURNEY PROCESS

My 10X Journey Fusion Flow/Steps



1. Prepare
2. Conduct
3. Agree
4. Enter Comments / Feedback in Fusion
5. Route Back to the Employee in Fusion



INTERTEK'S MY 10X JOURNEY PROCESS

As a Coach...

- You will help your employees recognize and celebrate achievements
- You will identify problems that prevent them from meeting goals
- Together you will generate solutions to those problems
- Together you will set new goals that incorporate those solutions
- You will discuss ways to build on strengths
- You will help to unlock your employees' potential by supporting their growth and helping them to consider their personal career goals
- You will create a culture of energy and excitement within the organization



What does it mean to conceptualize leadership as coaching?



MY LEADERSHIP ENGAGEMENT CHECKLIST

I am not just any leader. I am an Intertek leader. I will always give the 6 Intertek energies to everyone I interact with. It is a privilege to lead.
I will ensure that I invert the pyramid and engage every person on my team, every day.

MY TEAM WILL BE HIGH PERFORMANCE BECAUSE:

I check regularly to ensure that each team member is clear on what is expected of them

I make sure each team member has the tools / equipment to do his / her work well

I give each team member the opportunity to play to their strengths

I create a culture of acknowledgement | appreciation | recognition

I care for team members in a genuine way

I always listen to everyone's opinions with an open mind

I regularly spend time reminding each team member of why their work is so vital to the team and the Company's success

I do not accept poor performance from anyone

I create an environment of trust, friendship and belonging

I encourage each team member's development

I have regular discussions with each team member about their progress

I invest the time to enable each team member to develop meaningful growth plans and follow up regularly

Manager Completes the 10XJ: Preparation

- Review the job description to make sure it is accurate and current
- Gather and review documentation
- Conduct the 10XJ meeting
- Complete the 10XJ performance evaluation document
 - Include constructive feedback
 - Do not hold feedback hostage
- Remember that all employees are unique
- During the meeting ask Powerful Questions





1st Guiding Principle for Managers

- Gather information on employees throughout the year
- Keep documentation (manual / electronic)
- Direct and Indirect Observations
- E-mails
- Handwritten notes
- Work results
- Attendance records

Focus on:
Performance
Behavior



2nd Guiding Principle for Managers

- Offer Constructive Feedback
 - Specific
 - Honest
 - Timely
 - Helpful
 - Ongoing
 - Offers Support

Difference Between Constructive, Destructive, Positive and Negative Feedback

Constructive feedback focuses on the common goal while **destructive feedback** deviates from the common goal. **Positive feedback** is use of positive language, affirmative optimistic words of appreciation whereas **negative feedback** is use of harmful, damaging, disapproving language with harsh tone of voice.

3rd Guiding Principle for Managers

- Do not hold feedback hostage
 - Set it Free!
 - Timely feedback
 - No surprises





4th Guiding Principle for Managers

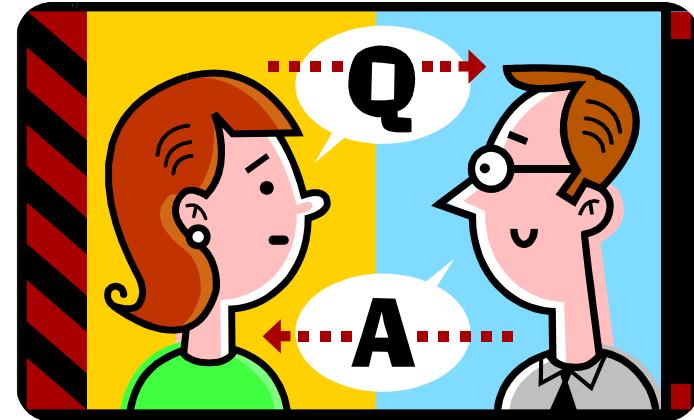


- Remember that Employees are Unique
 - Work may be similar, but performance is not



5th Guiding Principle for Managers

- During the 10XJ Meeting Ask Powerful Questions
 - Supports 2-way conversations
 - Allows employees to “think” instead of “react”
 - Builds trust and openness





INTERTEK'S MY 10X JOURNEY PROCESS

Powerful Questions

- What's one thing that I can do better for you?
- What would a “good job” look like?
- How do you like being recognized when you do good work?





6th Guiding Principle for Managers



- Keep Evaluations Positive
 - Reward for performance
 - Constructive feedback for development



7th Guiding Principle for Managers

- Be Willing to Accept Feedback
 - Allow employees to:
 - Share their ideas
 - Ask Questions



MY 10X JOURNEY FOR MANAGERS

Guide to Entering the My 10X Journey in
Fusion

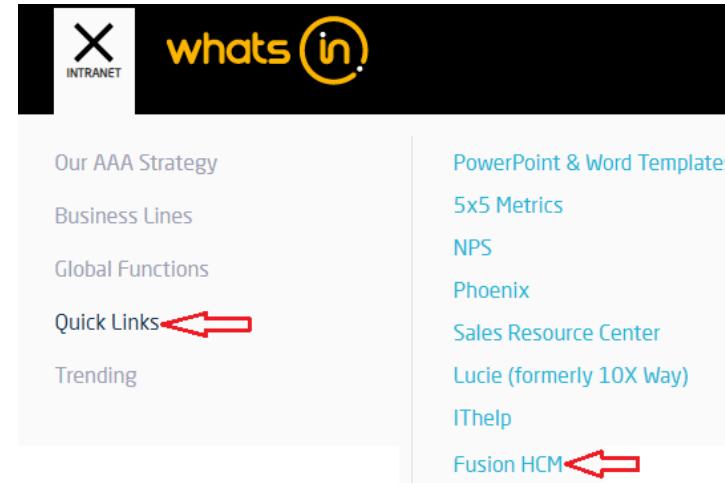


GETTING STARTED

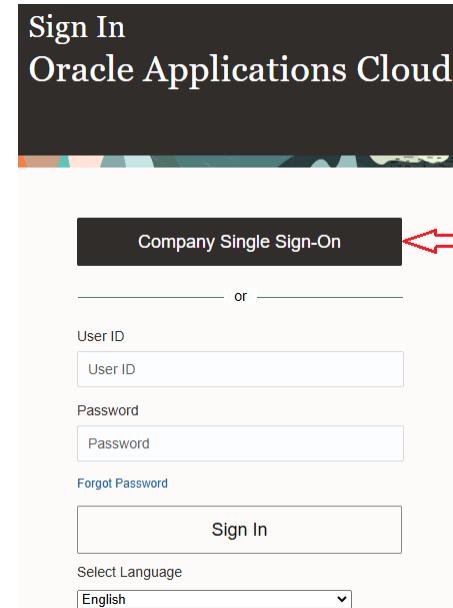
Employees can access Fusion from any **web browser, mobile device, or tablet** for complete functionality.

1. From the WhatsIn homepage, select **Fusion HCM** under the **Quick Links** menu
2. Select **Company Single Sign-On**
3. Enter your Intertek username and password to sign in

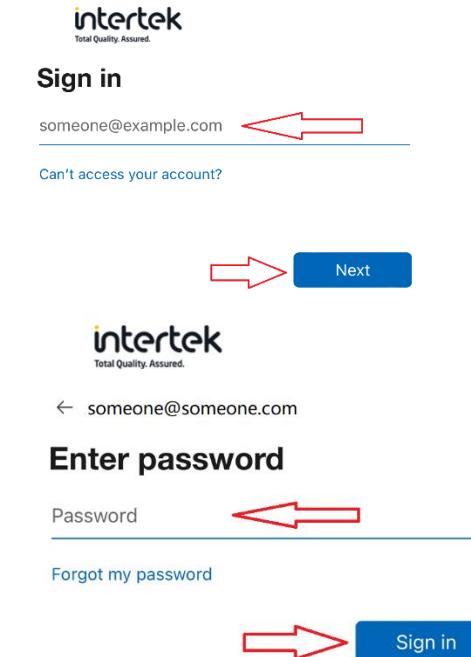
For questions about completing the steps related to goals and performance, first review this guide in its entirety, and then reach out to your Regional HR Business Partner if you need further assistance.



The image shows the WhatsIn intranet homepage. At the top, there is a navigation bar with the 'X INTRANET' logo and the 'whats in' logo. Below the navigation bar, there is a sidebar with links: 'Our AAA Strategy', 'Business Lines', 'Global Functions', 'Quick Links' (which is highlighted with a red arrow), 'Trending', 'PowerPoint & Word Templates', '5x5 Metrics', 'NPS', 'Phoenix', 'Sales Resource Center', 'Lucie (formerly 10X Way)', 'IThelp', and 'Fusion HCM' (which is also highlighted with a red arrow).



The image shows the 'Sign In Oracle Applications Cloud' page. It features a 'Company Single Sign-On' button (highlighted with a red arrow) and a 'User ID' and 'Password' input field. Below the input fields are 'Forgot Password' and 'Sign In' buttons. At the bottom, there is a 'Select Language' dropdown set to 'English'.



The image shows the Intertek sign-in process. It starts with a 'Sign in' page where 'someone@example.com' is entered into the email field (highlighted with a red arrow). A 'Next' button is shown to the right. The process then moves to an 'Enter password' page where a password is entered into the 'Password' field (highlighted with a red arrow). A 'Sign in' button is shown to the right.

GETTING STARTED



To access the Fusion module on a **mobile device**

1. From web browser, navigate to
<https://hcog.fa.em2.oraclecloud.com/hcmUI/faces/FuseWelcome>
2. Download the HCM Cloud App from your app store
3. Within the HCM Cloud application homepage, search for
<https://hcog.fa.em2.oraclecloud.com/hcmUI/faces/FuseWelcome>

Click on Company Single Sing On & enter your Intertek Username and Password to Sign In

Sign In
Oracle Applications Cloud

Company Single Sign-On

————— or —————

User ID

Password

[Forgot Password](#)

Select Language

Primary



Sign in

someone@example.com

[Can't access your account?](#)

Primary



← someone@example.com

Enter password

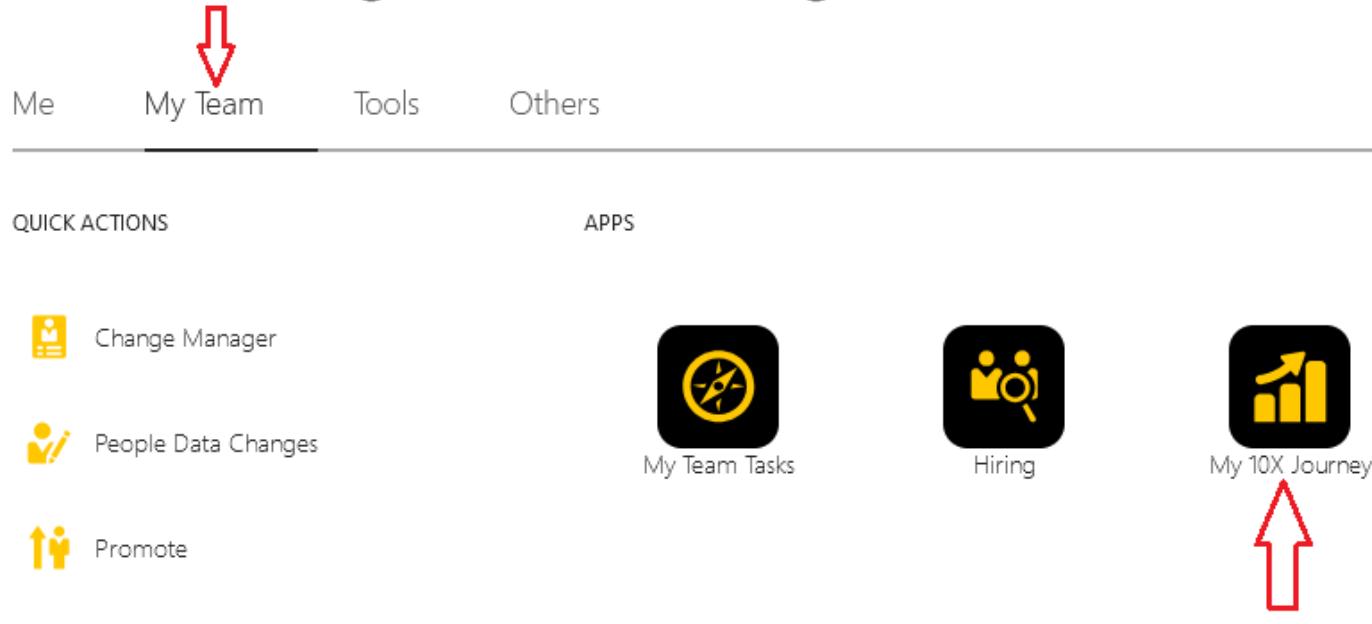
[Forgot my password](#)

REVIEWING YOUR TEAM'S MY 10X JOURNEY

On the Fusion homepage, under the
'My Team' tab, click 'My 10X Journey'

- You will also receive notifications when information has been submitted by your direct reports
- This notification serves to remind you to **log into Fusion, review the information submitted, and action accordingly.**

Good evening, Student Manager



VIEWING AND ENTERING PERFORMANCE



- After clicking on the '**My 10X Journey**' tile your list of direct reports will appear.
- Your default view will be the **Goals and Performance Overview** section.
- Please be sure the correct review period is visible. If not, please change the Review Period to **My 10X Journey 2024** where you will see the status of the Performance Document for each employee.

Goals and Performance Overview

Review Period: My 10X Journey 2024

My Team

Search Person: Show Filters

Add Performance Goal

SE Student Employee
Inspector - WA
Person Number: 2073623
Assignment Number: E2073623

Job Name: Inspector - WA

Performance Goals: 0 of 0 completed

Performance Documents: My 10X Journey 2024

VIEWING AND ENTERING PERFORMANCE



- To view the self-evaluations completed by your direct reports and to begin entering your manager comments for each of your direct reports, click on **Evaluate Performance** and then click on **All-in One Evaluations (New Page)**

The screenshot shows the 'Evaluate Performance' page. On the left, a sidebar has three items: 'Goals and Performance Overview', 'Career Overview', and 'Evaluate Performance', with the last one highlighted by a red arrow. The main area has a 'Review Period' dropdown set to 'My 10X Journey 2024', indicated by a red arrow. At the top right, a button labeled 'All-in-One Evaluations' is also highlighted with a red arrow. The central part of the page is titled 'Performance Documents' and includes a search bar, filter options, and a sorting dropdown set to 'End Date - Latest to Oldest'.

- Please be sure the correct review period is visible. If not, please change the Review Period to **My 10X Journey 2024**
- In the '**My Personal Growth Plan**' area, change the **Status** to **All Statuses**

VIEWING AND ENTERING PERFORMANCE



My 10X Journey 2024 Cancel Submit

Review Period: My 10X Journey 2024 ▼

Performance Document: My 10X Journey 2024 ▼

My Personal Growth Plan

Sort By ▼ All Statuses Not Available Yet Available to Evaluate Completed

Name	Status	Team Member	Manager
SE Student Employee Account Executive	Completed		
SE Student Employee 1 Administrator	Available to Evaluate		
SE Student Employee 2 Administrator			

Completed Employee & Manager Review is Completed
Available to Evaluate Employee Review is Completed, Pending Manager Review
Blank Employee did not Complete Employee Self-Evaluation

- If the Status is **Completed**, this means that the Employee Self-Evaluation and the Manager Review are both completed.
- If the status is **Available to Evaluate**, the Employee **Completed the Self-Evaluation** and the information is ready for **Manager Review**.
- If the status is blank, the Employee did not **Complete Employee Self-Evaluation**.
- ***Please note, the Employee Self-Evaluation must be completed prior to the Manager completing the Manager Evaluation***

VIEWING AND ENTERING PERFORMANCE



- To view the comments entered by the Employee, click on Team Member Notes.

My 10X Journey 2024

Cancel Submit

Review Period: My 10X Journey 2024 Performance Document: My 10X Journey 2024

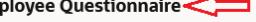
My Personal Growth Plan

Sort By All Statuses Not Available Yet Available to Evaluate Completed

Name	Evaluation Status	Team Member	Manager
SE Student Employee Inspector - WA	Completed		

Student Employee

My Personal Growth Plan

 Employee Questionnaire 

Instructions

 My Reflections 

My Strengths

Test

My Challenges

Test

My Career Goals



VIEWING AND ENTERING PERFORMANCE



- To enter/view Manager Comments, click on **Manager Notes**.

The image displays two screenshots of a performance management system. The left screenshot shows the 'My 10X Journey 2024' dashboard with a list of employees. The right screenshot shows the 'Student Employee' growth plan with sections for 'Manager Questionnaire' and 'Employee Questionnaire'.

Left Screenshot (My 10X Journey 2024):

- Review Period: My 10X Journey 2024
- Performance Document: My 10X Journey 2024
- My Personal Growth Plan
- Sort By: All Statuses, Not Available Yet, Available to Evaluate, Completed
- Table columns: Name, Evaluation Status, Team Member, Manager
- Row: SE Student Employee Inspector - WA, Completed, Manager (with a red arrow pointing to the 'Manager' column)

Right Screenshot (Student Employee):

- Student Employee My Personal Growth Plan
- Manager Questionnaire (with a red arrow pointing to the link)
- Manager Section (with a red arrow pointing to the link)
- Managers overall feedback on the delivery of Performance and Personal Growth
- Managers commitment to support Performance and Personal Growth
- Employee Questionnaire
- Done (button with a red arrow pointing to it)

- After entering the **Manager Comments**, click **Done** on the bottom right side.
- Once you click **Done**, the Manager comments will be saved.
- The Manager can then click **Submit** at the top right side of the page which will complete the **Manager Evaluation** for that **Employee**.
- If the Manager needs to complete a **Manager Evaluation** for multiple Employees, the manager can click on the **Manager Notes** for each Employee, enter the **Manager Evaluation** comments, and then click **Done**, once all of the **Manager Evaluations** are completed then the Manager can click **Submit** to submit all of the completed evaluations at the same time.*

MY 10X JOURNEY FOR MANAGERS

Reviewing Your Team Goals

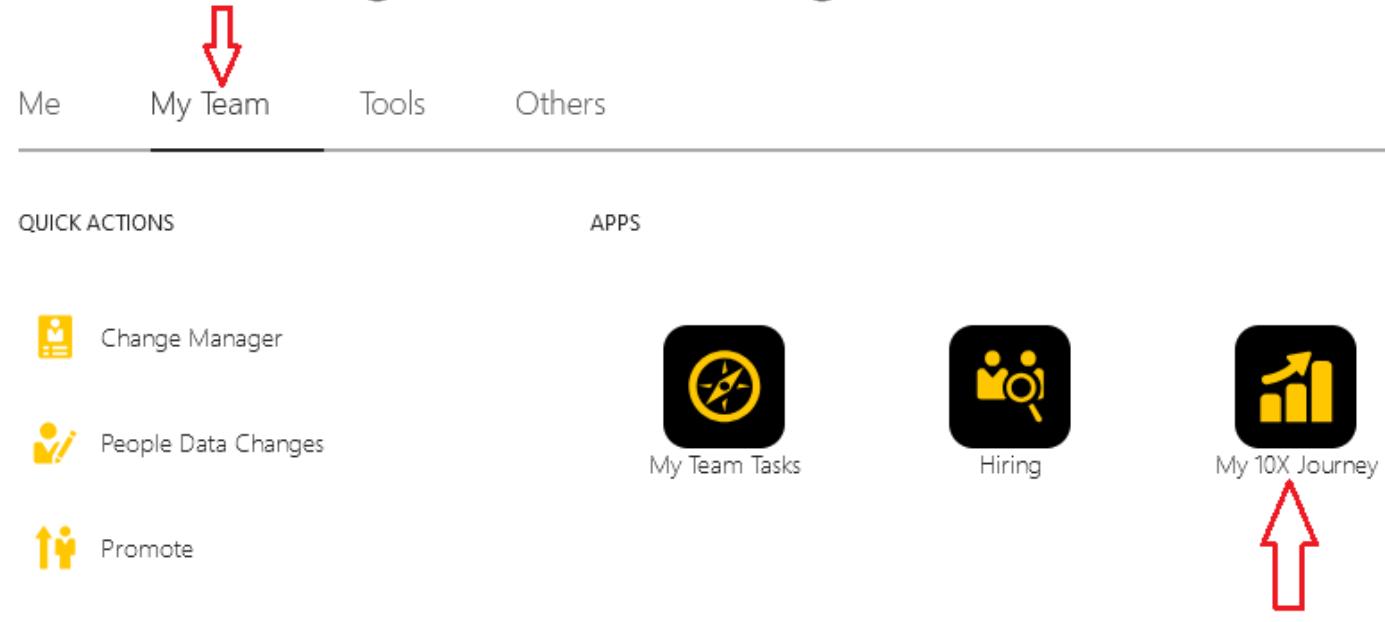


REVIEWING YOUR TEAM'S GOALS

On the Fusion homepage, under the 'My Team' tab, click 'My 10X Journey'

- You will also receive notifications when information has been submitted by your direct reports
- This notification serves to remind you to **log into Fusion, review** the information submitted, and **action** accordingly.

Good evening, Student Manager



VIEWING YOUR TEAM'S GOALS



- After clicking on the '**My 10X Journey**' tile your list of direct reports will appear.
- Your default view will be the **Goals and Performance Overview** section.
- To review the **2025 Goals** please make sure the correct review period is visible. If not, please change the Review Period to **My 10X Journey 2025** where you will see the status of the **2025 Goals** for each employee.
- Click the link (# of # Completed) under **Performance Goals** to see the **Goals** for each employee.

Goals and Performance Overview

Review Period: My 10X Journey 2025

My Team

Search Person: Show Filters

Add Performance Goal

SE Student Employee
Inspector - WA
Person Number: 2073623
Assignment Number: E2073623
Job Name: Inspector - WA

Performance Goals: 0 of 0 completed

VIEWING YOUR TEAM'S GOALS



- To view the full details of the goals your direct report has submitted, click on 'See Details' located next to 'Your approval is required'.

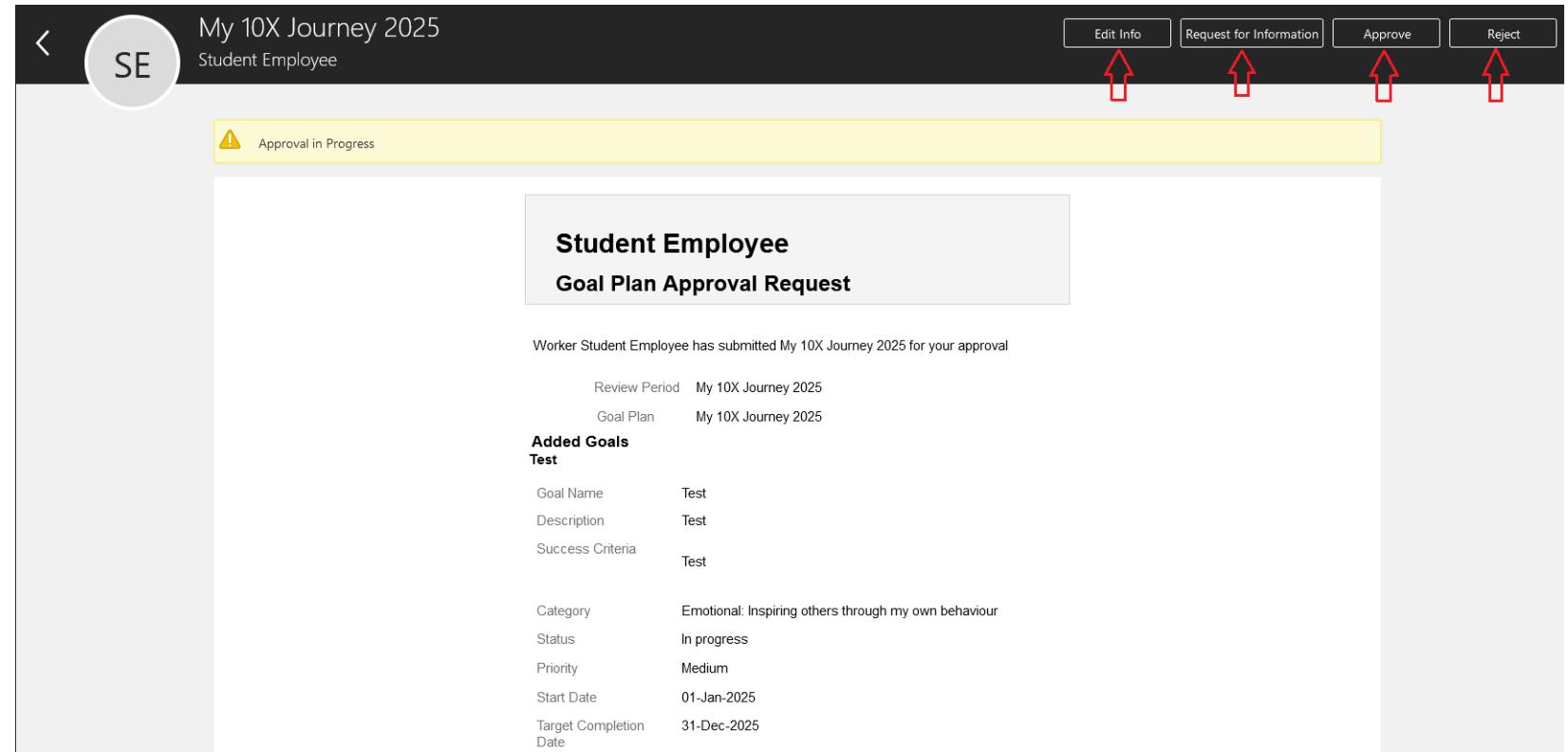
The screenshot shows a 'Goals' page for a user named 'Student Employee' (SE). The top navigation bar includes a back arrow, the user's name, and a 'Goals' icon. Below the navigation, there are two dropdown menus: 'Review Period' set to 'My 10X Journey 2025' and 'Goal Plan' set to 'My 10X Journey 2025'. A red arrow points to the 'See details' link in a yellow warning box. The main content area displays a goal titled 'My 10X Journey 2025' with a status of 'In progress'. A yellow warning box at the bottom left of the content area contains the text 'Your approval is required. See details.' with a red arrow pointing to the 'See details' link. On the right side of the content area, there is a 'Sort By' dropdown menu set to 'Display Sequence'. At the bottom of the page, there is a legend with a blue dot next to the text 'Test' and a status section showing 'Last Update' on '16-Dec-2024'.

- Managers will receive an email notification every time a goal is updated, edited, deleted, or added by their direct reports. This notification serves to remind you to **log into** Fusion, **review** the information submitted, and **action** accordingly.
- You can also click on the Bell icon located in the top right-hand corner of your Fusion homepage to view your notifications of the new goals your direct reports have submitted that are pending your review and approval.

VIEWING YOUR TEAM'S GOALS



- After clicking on the 'See Details' link you will have 4 options to respond to the submissions:
 1. Edit Info
 2. Request Information
 3. Approve
 4. Reject
- PLEASE NOTE:** If you click Reject **ALL** of the Goals will be **DELETED** therefore, please use the Request for Information function if you would like to have your direct report make any changes.



The screenshot shows a web-based application for managing goal plans. At the top, a navigation bar displays the title 'My 10X Journey 2025' and the subtitle 'Student Employee'. Below the navigation bar, a yellow banner indicates 'Approval in Progress'. The main content area is titled 'Student Employee Goal Plan Approval Request'. A message states 'Worker Student Employee has submitted My 10X Journey 2025 for your approval'. Below this, specific details are listed: 'Review Period: My 10X Journey 2025' and 'Goal Plan: My 10X Journey 2025'. A section titled 'Added Goals Test' shows a single goal entry: 'Goal Name: Test', 'Description: Test', and 'Success Criteria: Test'. Further down, general goal details are provided: 'Category: Emotional: Inspiring others through my own behaviour', 'Status: In progress', 'Priority: Medium', 'Start Date: 01-Jan-2025', and 'Target Completion Date: 31-Dec-2025'. At the top right of the page, there are four buttons: 'Edit Info', 'Request for Information', 'Approve', and 'Reject', each with a red arrow pointing upwards towards it.

ENTERING COMMENTS FOR YOUR TEAM'S GOALS



- Click **Edit Info**, and then click the pencil icon next to each goal
- Add your comments for each goal in the **Manager Comments** section
- Once completed, click **Save**, which is located at the bottom of the page.
- After you enter comments for all goals click **Submit**.

The screenshot shows a two-step process for entering comments for goals in the My 10X Journey 2025 application.

Step 1: Edit Info

The top part of the screenshot shows the 'Edit Info' screen. The title bar reads 'My 10X Journey 2025' and 'Student Employee'. The status bar at the bottom says 'Approval in Progress'. The top right has buttons for 'Edit Info', 'Request for Information', 'Approve', and 'Reject'. A red arrow points to the 'Edit Info' button. The main area shows a table with a single row for 'My 10X Journey 2025'. The 'Actions' column contains a pencil icon.

Step 2: Submit

The bottom part of the screenshot shows the 'Submit' screen. The title bar reads 'Goals' and 'Student Employee'. It shows the 'Review Period' and 'Goal Plan' both set to 'My 10X Journey 2025'. The main area shows the same table with the row for 'My 10X Journey 2025'. A yellow bar at the top says 'Your approval is required. See details.' A red arrow points to the 'Submit' button. The bottom right shows 'Sort By' set to 'Display Sequence' and a red arrow points to the pencil icon in the 'Actions' column of the table.

ADDING NEW GOALS FOR YOUR TEAM



- You can also add new goals for your direct report(s).
- After clicking on the **Edit Info** link, click **Add** shown in the top right of the screen.
- Please be sure to **Save** your edits and additions.
- Once all changes are made, click **Submit**. You will also be given an option to add any final comments prior to returning the goals to your employee.
- After entering your final comments, click **Submit** again. This will notify your direct report that you have commented on and approved their goals.
- Your direct reports can then log into Fusion and check the comments you have made on their goals.
- Both employee and manager can continually update these throughout the year as they progress through to completion.

The image displays two screenshots of the Instructure Goals application interface. The top screenshot shows the 'Goals' page for a 'Student Employee' (SE). It includes fields for 'Review Period' (My 10X Journey 2025) and 'Goal Plan' (My 10X Journey 2025). A red arrow points to the '+ Add' button in the top right. The bottom screenshot shows the 'Add Additional Info' page for a 'Student Employee' (SM). It includes a 'Comments' section and an 'Attachments' section with a 'Drag files here or click to add attachment' area. A red arrow points to the 'Submit' button in the top right.

APPROVING GOALS FOR YOUR TEAM

- View the full details of the goals your direct report has submitted, by clicking on the 'See Details' link located next to 'Your approval is required'.
- Click **Approve**.
- You will be given an option to add any final comments prior to returning the goals to your employee.
- After entering your final comments, click **Submit** again. This will notify your direct report that you have approved their goals.
- Your direct reports can then log into Fusion and check the comments you have made on their goals.
- Both employee and manager can continually update these throughout the year as they progress through to completion.

Goals
Student Employee

Review Period: My 10X Journey 2025
Goal Plan: My 10X Journey 2025

My 10X Journey 2025

Your approval is required. See details.

Sort By: Display Sequence

Test
Status: In progress
Last Update: 16-Dec-2024

My 10X Journey 2025
Student Employee

Approval in Progress

Student Employee
Goal Plan Approval Request

Worker Student Employee has submitted My 10X Journey 2025 for your approval

Review Period: My 10X Journey 2025
Goal Plan: My 10X Journey 2025

Added Goals

Test
Goal Name: Test
Description: Test
Success Criteria: Test

Category: Emotional: Inspiring others through my own behaviour
Status: In progress
Priority: Medium
Start Date: 01-Jan-2025
Target Completion Date: 31-Dec-2025

MY 10X JOURNEY FOR MANAGERS

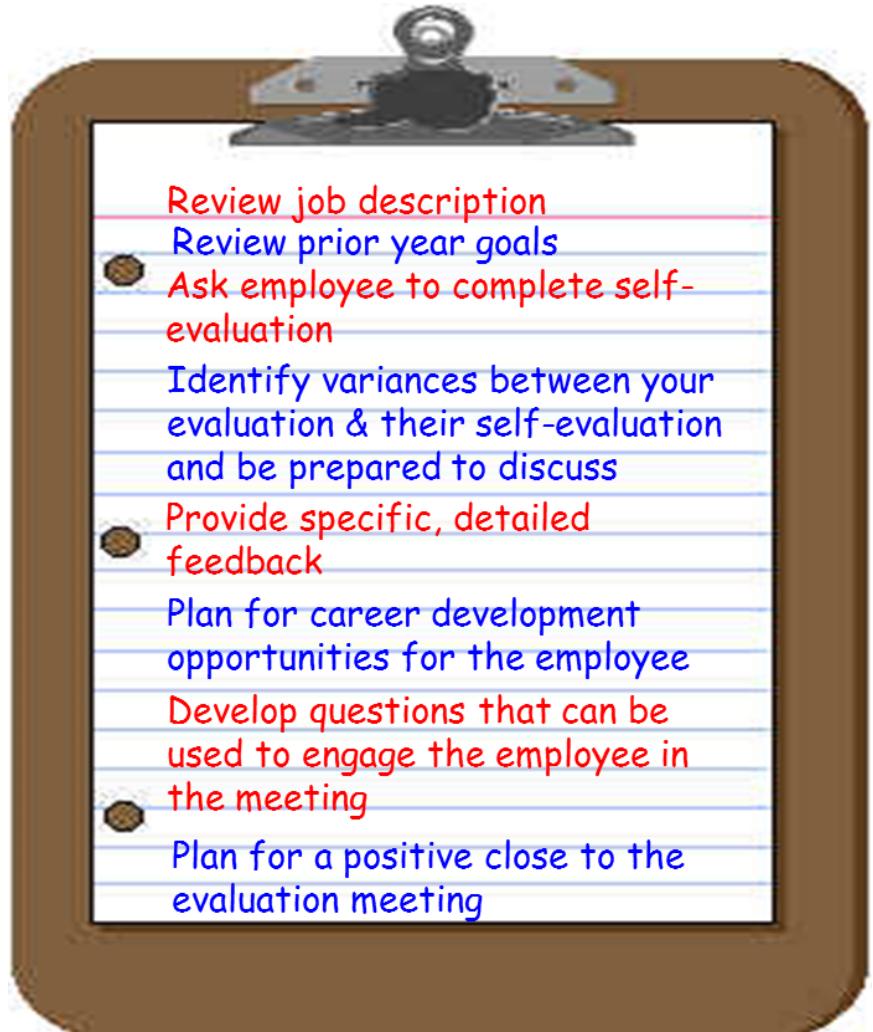
Recap and Reminders





INTERTEK'S MY 10X JOURNEY PROCESS

Manager Checklist



My 10XJ Quick Notes



- **Newly Hired Employees** – An employee hired after October 1, 2024, **will not** be eligible for merit adjustments however Goals must still be established
- **Recently Received Promotions** – An employee that has received a promotional increase effective on or after October 1, 2024, **will not** be eligible for merit adjustments unless otherwise specified by management
- **Leaves of Absence** – Managers must still complete their portion of the 10XJ and once the employee returns from Leave, conduct the 10XJ meeting; the merit adjustment will be applied once the employee returns from leave, if/as applicable



Timeline



December 2024:

Employees will review and update their **2024 Goals**, *draft* their **2025 Goals** and update their **2024 Performance** document in Fusion.

January 2025:

Managers will schedule and conduct in-person, Microsoft Teams, or telephone **meetings to discuss 2024 Goals and Performance**.

February 2025:

Employees will *finalize* their **2025 Goals** and **2024 Performance and Growth Plan** and submit to their Manager for final review and approval in Fusion.

February 2025:

Managers will review, edit and/or approve the 2025 Goals and the 2024 Performance & Growth Plan and share the document with the employees in Fusion.

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Total Quality. Assured.