

RADIANT AI™

ACTION PLANNING

QUICK GUIDE

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Contents

What is Radiant AI?

- How does it work?
- Evolving Radiant AI

Individual Radiant AI suggestions

- Viewing Radiant AI suggestions
- Viewing assigned tasks
- Editing tasks

Manager Radiant AI Suggestions

- Manager dashboard
- Viewing Radiant AI Manager suggestions
- Viewing employee tasks

What is Radiant AI?

To build Radiant AI, Macorva first curated a library of thousands of simple actions proven to improve employee, manager, and team performance. Then we developed Artificial Intelligence to connect each employee with personalized, relevant actions from this library based on company and team survey results, 360 reviews, and customer feedback.

Our library was built from the research and experience of numerous I/O psychologists and executive leaders. This team is composed of Chief Learning Officers of Fortune 100 companies, executive coaches from white shoe management consulting firms, independent consultants primarily serving small and medium business sectors, and research I/O psychologists.

How does it work?

As you collect feedback, Macorva uses artificial intelligence to generate action plans for every individual employee. Our Radiant AI technology combines insights from executive coaches and I/O psychologists with your feedback to customize next steps for every individual employee, plus actions to increase every manager's effectiveness with each of their unique reports. It's like having a personal executive coach for every person at your company.

These tasks are designed to take just a few minutes so employees can easily and quickly take actions to improve. Managers are also given recommended actions for each direct report to assist and further develop their teams.

Radiant AI doesn't stop there. It learns what employee and manager actions were most effective at improving feedback in your company. Over time, Radiant AI's suggestions become more and more targeted, leading to happier employees, happier customers, and a feedback process that your entire company can be proud of.

Evolving Radiant AI

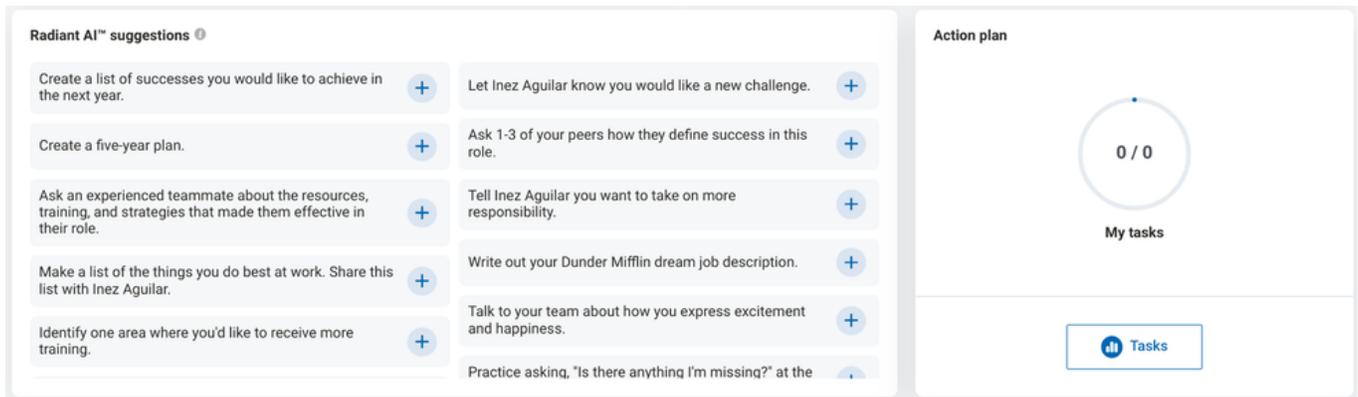
We update the Radiant AI action library on an annual basis, mixing in new actions from the latest research and industry trends with existing actions.

Individual Radiant AI suggestions

Each employee gets individualized Radiant AI suggestions based upon their feedback from peers and customers*. Radiant AI suggestions can be added to an employee's Action Plan. Tasks added to the action plan are visible to the individual employee and their manager so they can track progress on the assigned tasks.

Viewing Radiant AI suggestions

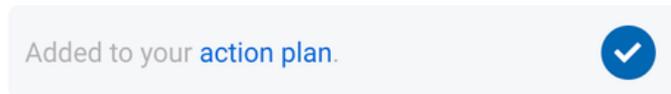
After signing into Macorva, the homepage will show your employee and customer feedback. To view Radiant AI suggestions and your Action plan scroll down.



The screenshot displays two main sections. On the left, under 'Radiant AI™ suggestions', there is a list of ten suggestions, each with a plus icon to its right. The suggestions include: 'Create a list of successes you would like to achieve in the next year.', 'Let Inez Aguilar know you would like a new challenge.', 'Create a five-year plan.', 'Ask 1-3 of your peers how they define success in this role.', 'Ask an experienced teammate about the resources, training, and strategies that made them effective in their role.', 'Tell Inez Aguilar you want to take on more responsibility.', 'Make a list of the things you do best at work. Share this list with Inez Aguilar.', 'Write out your Dunder Mifflin dream job description.', 'Identify one area where you'd like to receive more training.', 'Talk to your team about how you express excitement and happiness.', and 'Practice asking, "Is there anything I'm missing?" at the...'. On the right, under 'Action plan', there is a circular progress indicator showing '0 / 0' and the text 'My tasks'. Below this is a button labeled 'Tasks' with a plus icon.

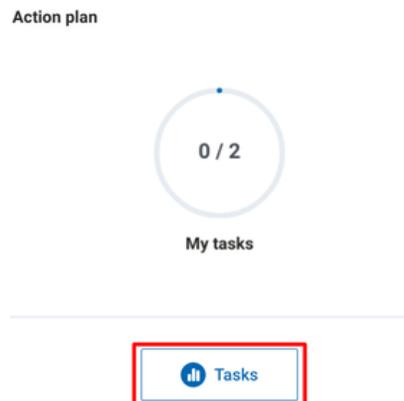
Adding tasks to your action plan is as easy as hitting 

Once you add a task, you will receive a message letting you know it has been added to your Action plan:



A light blue notification banner with the text 'Added to your action plan.' and a blue checkmark icon on the right.

To view all of your tasks, under Action plan select "Tasks"



The screenshot shows the 'Action plan' section with a circular progress indicator showing '0 / 2' and the text 'My tasks'. Below this is a button labeled 'Tasks' with a plus icon, which is highlighted with a red rectangular border.

*Customer feedback is available if utilizing Macorva CX

Viewing assigned tasks

When you select "Tasks" you will see a list of your tasks within your Action plan. These are broken down by

- Overdue tasks
- In progress
- Completed tasks

The screenshot shows a user profile for Samuel Girald, Lead in Marketing. To the right, the 'Action plan' tab is active, displaying three sections: 'Overdue tasks', 'In progress', and 'Completed tasks'. Each section has a table with columns for 'Task' and 'Due on'. The 'In progress' section contains two tasks: 'Let Inez Aguilar know you would like a new challenge.' and 'Create a list of successes you would like to achieve in the next year.', both with a due date of 01/27/2023. A 'Create new task' button is located below the 'In progress' section.

Editing tasks

To mark a task complete, select the checkbox next to the task.

This screenshot shows the same task list as above. The first task, 'Let Inez Aguilar know you would like a new challenge.', has a blue checkmark in a square box next to its progress indicator, indicating it is now complete. The second task remains in progress.

To edit the task due date, select the calendar icon and select the appropriate date.

The screenshot shows a date picker for the 'Due on' field. The current date is 01/27/2023. A calendar for January 2023 is displayed, with the 27th highlighted in blue. The calendar shows days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates from 1 to 31.

If you mistakenly added a task, the "x" will remove this from your task list.

Task		Due on	
Let Inez Aguilar know you would like a new challenge.	 	01/27/2023	

You may also created a custom task by selecting "Create new task" and entering information about the task. The default due date will be set to one year from the date entered. Use the calendar picker to update the date.

In progress

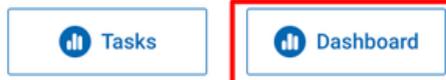
Task		Due on	
Let Inez Aguilar know you would like a new challenge.	 	01/27/2023	
Create a list of successes you would like to achieve in the next year.		01/27/2023	
<input type="text" value="Create new task"/>			

Visit your action plan to update progress on tasks and assign new tasks as needed. After each employee engagement survey, you will receive new suggestions based upon your results.

Manager Radiant AI suggestions

Managers can view their individual Radiant AI suggestions and Action plan using the instructions above. To view suggestions for each of your direct reports, scroll down on the homepage and select "Dashboard"

Action plan



Manager dashboard

When the manager dashboard opens, you will see your direct reports information. To switch which employee you are viewing, select the appropriate employee from the dropdown.

Susan Salazar

ME 1

Beatrice Bierman

DIRECT REPORTS 6

Tara Rubert

Anita Hunter

Irene Fritts

Betty Mejorado

William Gordon

Susan Salazar

Phone number

Location
New York, NY

★ Active achiever

Employee feedback Customer feedback Action plan

June 2021

OVERALL
8.4 / 10
+1.5
355+ reviews

Managers

Reports +1.3 8.3

Team player
Dependable
Communicator
Helpful
Friendly

More

Radiant AI™ manager suggestions

Talk to Susan about why their work matters to Dunder Mifflin.

Share 1-3 examples of what success looks like for Susan's role.

Viewing Radiant AI manager suggestions

When you are viewing your direct reports, under the Employee feedback or Customer feedback panel, you will see a list of Radiant AI Manager suggestions.

View these tasks to assess which are best for you to add to your individual action plan to assist and develop each individual employee.

Radiant AI™ manager suggestions ⓘ

- Help Susan pick their battles. Provide guidance on what issues are not worth arguing over. +
- Ask Susan to identify the top 3 areas where they struggle as a manager. +
- Schedule a cross-training exercise with your team to give Susan an opportunity to learn more about what value their peers bring to the team. +
- Ask Susan to rank their preferences for becoming a manager today, one year from now, five years from now, and beyond. +
- organization in part of their work environment. +
- Assign homework: have Susan read [The Making of a Manager: What to Do When Everyone Looks to You](#) (Julie Zhuo) and share what they learn. +
- Roleplay giving feedback with Susan. Share your thoughts on their delivery and your ideas for how they can improve. +
- Instruct Susan to watch Simon Sinek's commentary on [leading with an infinite mindset](#). Ask what changes they can make to encourage steady progress within their team. +

Viewing employee's tasks

As a manager, you can also view your direct reports individual task lists by navigating to the "Action plan" panel.

Once you are here, you can see the employee's Overdue tasks, In progress tasks, and Completed tasks just as you can on your individual action plan. You can also add any custom tasks for your employees on this tab.

When viewing your employees Action plan, you may notice tasks with locks. These are tasks that were added by another person, therefore you are unable to edit these.

Overdue tasks will appear in the Overdue task section, and the dates will be highlighted in red

Task	Due on
Complete annual FCPA online training	12/25/2020
Review feedback from recent Macorva survey	06/12/2021
Add 5 recommended actions	 03/03/2022
New action	 08/23/2022
Write down your career goals and share them with Beatrice Bierman in your next one-on-one meeting.	10/04/2022
Task	 10/13/2022

Viewing employee's scores

As a manager, you can view your direct reports team results if they have more than 5 direct reports. You can view this by navigating to the "org chart" panel.

Once you select the team member, you will want to be sure to select the appropriate survey in the drop down box on the left side of the screen. This should allow you to view the teams overall engagement and completion as well as individual question weighted averages. You may need to click the plus sign to expand the section you want to view results for.

