

Property Management Meets Performance Management



The Problem

With properties spread across multiple counties, The Towbes Group has always relied on a large team of remote workers. As experienced employees began to retire, The Towbes Group needed to retain skilled technicians in an intensely competitive market, and to develop them into the next generation of leaders. They knew that performance management was the solution, but an inconsistent and outdated paper process slowed them down at every turn.

82% of employees really appreciate receiving feedback, regardless if it's positive or negative.¹

Source 1: www.forbes.com/sites/davidsturt/2019/03/20/how-employees-really-feel-about-performance-reviews-the-answer-is-ironic/?sh=79b538fe707a

Source 2: www.forbes.com/sites/richlyons/2017/07/10/feedback-you-need-to-lead-it/?sh=6d2824be4a35

About the Company

Covering a wide range of real estate, property management, and construction services in Southern California for over 60 years, The Towbes Group has cultivated a strong reputation for building and managing high-quality properties. How does a company with such a long history build a foundation for future success?

43% of highly engaged employees receive feedback at least once a week.¹



"Some of our divisions had 21 page performance reviews. 21 pages doesn't work for anybody."



Beth Sparkes

Vice President of Human Resources, The Towbes Group

The Solution

The Towbes Group implemented ClearCompany's Full Platform solution, with comprehensive tools for recruiting, onboarding, and performance management. Only ClearCompany could deliver an easy, online solution that complemented their existing talent management processes.

"The biggest reward was that the employees - their time, and their value, and their input - was more genuine and authentic, because it was meaningful."

ClearCompany's performance tools allowed them to create ongoing conversations between managers and employees, instead of limiting check-ins to performance reviews a couple of times a year. And by incorporating goals and competencies into reviews, they engage employees by ensuring that reviews are relevant; performance is measured with content and metrics that the employees helped create. Equally important, the centralized, online records for each employee allowed managers to review performance information when they needed it, and provide employees with continuous opportunities for growth.

The ClearCompany Difference

ClearCompany provides a flexible performance management platform that's perfect for developing employees in one office, or spread across remote locations. By utilizing our unique mix of customized roles, goals aligned to corporate objectives, and industry-leading competencies, ClearCompany helps your employees grow, and also helps grow your bottom line. Let ClearCompany help you engage your employees, empowering them to share and accept feedback, and motivating them to continually improve.

"In today's competitive job market, retaining top performers is just as important as finding new ones. We're proud of the engagement and productivity that our customers have achieved with our performance tools, and how tightly those tools integrate with the rest of our award-winning talent management platform."



Christine Rose

Vice President of Customer Success,
ClearCompany

The Results

Using ClearCompany's industry-leading tools, The Towbes Group created an efficient, all-online performance process, significantly reducing paper and their workload. Their remote employees give real-time updates on progress towards their goals and managers can quickly respond, making reviews more focused and relevant than ever before. Best of all, comprehensive performance data is accessible through a wide range of reports, not only allowing The Towbes Group to track the progress of their current employees, but also to integrate that data into their recruiting process to help them hire the best candidates in the future.

"I'm always on the analytics side of the platform. I have visuals, I have hard data that I can quantify into getting people on board faster, retaining them longer, and giving them a path for working."



"Switching to ClearCompany's performance management platform was a great decision. Our employees love it. [Managers] are referring back to it often, where in the past they may have had to go pull the review and read it."



Beth Sparkes

Vice President of
Human Resources,
The Towbes Group