

DATA LANDSCAPE DISCOVERY

Do you already collect data?

YES

NO

What data do you collect?

To what extent do you already have data-gathering mechanism(s) in place? (How do you collect/store/report on data?)

To what extent do you already have team members in place who can gather, monitor, and/or analyze data?

Gather:

Monitor:

Analyze:

What is/are your method(s) for gathering data?

How can your data be shared?

What story does the data currently tell you?

What outputs does your organization produce that could be observed or measured?

What business metrics could the learning program you're initiating impact?

What are the specific metric goals that you hope this training to influence? (What business needles do you need to see move and in which direction?)

For example,

- Increase NPS by 8%, 90 days post-training
- Decrease attrition by 10%, 90 days post-training
- Increase return-customer business by 12%, 6 months post-training

Metric Goal 1:

Metric Goal 2:

Metric Goal 3:

What are the relevant employee behaviors/competencies that could feed into these metrics? (*i.e.*, client conversation competencies could feed into increased NPS scores.)

Metric Goal 1 behaviors:

Metric Goal 2 behaviors :

Metric Goal 3 behaviors :

How do you use your data to inform your decisions?

To what extent do you analyze your data to make impact with it?

What business metrics could the learning program you're initiating impact?

What are your metric goals? (What business needs do you need to see move and in which direction?)

For example,

- Increase NPS by 8%, 90 days post-training
- Decrease attrition by 10%, 90 days post-training
- Increase return-customer business by 12%, 6 months post-training

Metric Goal 1:

Metric Goal 2:

Metric Goal 3:

What are the relevant learner behaviors/competencies behind these metrics? (*i.e.*, client conversation competencies would feed into increased NPS scores.)

Metric Goal 1 behaviors:

Metric Goal 2 behaviors :

Metric Goal 3 behaviors :

How could these relevant behaviors be evaluated?

To what extent could this evaluation be used as metric control data—to which we can compare results toward the above metric goals?

Other than employee behavior evaluation data, what data do you need to collect to assess your metric goals?

What story do you expect the needed data to tell you?

To what extent do you have team members who can gather, monitor, and/or analyze data?

Gather:

Monitor:

Analyze:

To what extent could you have a mechanism to store and/or share data?

To what extent do you have the capacity/leadership support to apply the data insight to take action?

To what extent are these relevant behaviors evaluated?

After the analysis, how would you like to act on the data insight?

What metric control data—to which we can compare results toward the above metric goals—might you already collect?

What (additional) data do you need to collect?

What story do you expect the needed data to tell you?

To what extent do you have the capacity/leadership support to apply the data insight to take action?

After the analysis, how would you like to act on the data insight?