Metrics that Matter®

Metrics that Matter® is the market-leading talent analytics system combining a world-class evaluation system with powerful analytic tools to help organizations measure and improve their talent development programs.

Unlike a learning management system (LMS), which is typically focused on content and transaction processing, the Metrics that Matter® combines data from multiple enterprise systems (including your LMS) with information collected through evaluations and assessments to paint a complete picture of learning and business performance.

The primary focus of Metrics that Matter® is to provide the analytic toolset, including world-class reporting and valuable comparative benchmarks, to empower data-driven decision making and improve the return on talent investments.

Deeply rooted in scientific research in the learning and performance field, Metrics that Matter® is currently the only analytics system to fully automate level 1-5 learning evaluation.

How Metrics that Matter® Works

Metrics that Matter® integrates with an LMS to automatically send out surveys and passes over the tagged data into its analytics system. The analytics system has built-in reports with benchmarks that are then sent automatically to stakeholders.

By providing the only solution on the market that truly automates this process, Metrics that Matter® eliminates the need for human intervention—reducing your labor costs and producing more valuable business insights.

As the world’s leading talent analytics system, Metrics that Matter®:

• Fully automates learning evaluation levels 1-5
• Has a comprehensive set of effectiveness benchmarks
• Fully automates reports for all stakeholders
• Has world-class executive reporting available at the click of a button
• Automatically collects and reports on all the data to run a talent development program
• Offers automated solutions for Leadership Development, Sales Training, Onboarding, Customer Education, and Conferences

Metrics that Matter® can help your organization:

• Automatically combine informal and formal learning data
• Automatically link learning to business results
• Manage the effectiveness of your talent supply chain
• Automatically predict the impact of every talent development program
• Develop predictive models designed specifically for L&D and talent development

Improve productivity, reduce administrative costs and make better use of your training resources with Metrics that Matter®.
“For the first time in P&G’s history, a training team was able to report ROI hard measures, which resulted in additional funding for 2-3 full-time managers at a time when P&G was cutting back on staff.”

—Procter & Gamble
Have you experienced high satisfaction but low application of training? Does your organization lack any manager support besides approving employees to go to training? Is there a lack of opportunity to use training and encourage its application?

Experience Performance Improvement, a Metrics that Matter® on-the-job reinforcement module that promotes and captures interaction between manager and learner to drive increased training utilization.

In order to increase the value of talent and business results, manager/coach and employee dialogue is crucial to success. Organizations have found, however, that it is difficult for a manager/coach and employee to talk about goals without a technology solution to document and automate the interaction. Further, traditional performance management systems are often too complex to perform this function.

Formerly known as Check-in to Change®, the Performance Improvement module helps to facilitate collaboration between a manager/coach and employee through the goal lifecycle.

World-class learning organizations around the world use Performance Improvement as:

- An easy-to-use solution that facilitates collaboration between a manager/coach and employee to maximize talent investments
- A tracking method for goals and actions plans against an organization's strategic programs
- A clear outlet for employees to identify barriers/successes and increase the impact of training
- A facilitated discussion on employee performance and its link to increased business results (e.g., employee engagement, retention rates, etc.)

The Performance Improvement module helps to facilitate collaboration between a manager/coach and employee through the goal lifecycle.
“In a 12 month period, our business alignment, courseware, environment, instructor and job impact scores all increased 5+ percent, while the number of responses received monthly increased 30% in the same period.”

—Cognizant
MTM Mobile is an iOS and Android app that helps organizations meet the demands of an increasingly mobile workforce.

MTM Mobile will immediately allow organizations that subscribe to Metrics that Matter® the ability to use evaluation data about their talent development programs to drive improved efficiency, productivity, and engagement.

The app provides social tools that will help users pick the appropriate courses based on learner feedback, driving a decrease in scrap learning. The first version of the app allows students to view a list of all classes or programs scheduled within an organization’s MTM account. The app employs effectiveness and qualitative data collected within MTM to view a list of all classes scheduled within a display course star ratings and comment data, which then helps users make more educated choices about their learning paths.

Employee Surveys

The Metrics that Matter® Employee Survey module allows you to collect and report data from across the human capital spectrum.

We offer a robust suite of online employee surveys to gather valuable enterprise feedback, from ready-to-implement survey instruments developed by leading human capital experts to customizable surveys that allow you to focus on the items and data points that matter most to your organization.

The Employee Survey module within Metrics that Matter® includes proven survey templates, which align with the six pillars of Human Capital (as defined by the Talent Development Reporting Principles movement).
“Big Data solutions like Metrics that Matter® provide competitive advantage for companies, by allowing them to make crucial, data-driven decisions about their organization’s talent to help make major leaps in performance.”

—Kent Barnett, CEO & Founder
KnowledgeAdvisors
Big Data Solutions

KnowledgeAdvisors suite of Big Data technology and consulting solutions that meld time-tested research methodologies and measurement expertise with the proven Metrics that Matter® analytics platform to bring real value to the volume and variety of talent data your organization collects.

Big Data Module
Discover hidden insights and critical predictive trends from organizational data with data visualization and exploration tools. The Metrics that Matter® Big Data Module easily combines your organization’s talent, learning and business data, and allows you to quickly build impressive dashboards to make it easy to understand the value of the insights.

Dedicated Big Data Feed
Do you need your raw data in a structured format with regular frequency for integration into your processes? The Metrics that Matter® Big Data Feed provides a standard data extract from Metrics that Matter®, provided on a monthly basis to be integrated directly into the system of your choice.

Outsourced Big Data Analysis
Benefit from seasoned analytics consulting and technology to optimize talent development programs. Our seasoned analytics consulting and technology team can bring decades of combined experience in this arena to your organization without requiring you to hire, train, and onboard a dedicated Big Data resource.

Dashboards
When it comes time to tell your organization’s learning and development story, cut through all of the data clutter and focus on what matters with our graphically-compelling, high-impact dashboards.

The Metrics that Matter® Dashboard module combines data from multiple systems to present a clear and complete snapshot of the impact of your training and development investments. These concise and articulate visualizations make it easy to highlight crucial areas for improvement and opportunities for change, in summarized reports may be shared on any platform.

The Dashboard module allows you to import external data feeds such as sales data, aggregate evaluation results, and more. Our standard dashboard features also include:

- Instructor indicators, course indicators, job impact indicators, and operations indicators
- Customized and configurable widgets
- Ability to import or input actual results
- Automatic link to evaluations

MTMDashboard also allows existing users of the Metrics that Matter® to view their organization’s dashboards out in the field on their iPad.

The iPad app allows users to navigate through the charts and graphs in dashboard in gallery mode, and identifies their favorites for later use, offering an easy to use, high-impact visual tool for L&D executives.

Metrics that Matter® on the iPad

MTMDashboard is the ultimate tool for learning executives who need to tell a clear and compelling story anywhere they are around the world.
“The fact that we can show how we are performing against like businesses is very powerful.”

—ADP ProBusiness Division
In a recent PWC survey of CEOs, 3 out of 4 CEOs interviewed said “it is important to have information on return on investment in human capital upon which to make decisions, yet only 16% believe the data and analysis they currently receive is sufficiently comprehensive.”

In fact, according to a recent study, “improving the ability to evaluate the impact of training” is the #1 challenge faced by talent development executives today.

HR executives frequently find that they’ve fought for and won a “seat at the table” yet when they get there, they are often unable to answer the questions that really matter to business executives. The Metrics that Matter® Executive Reporting Module helps you overcome this challenge, providing the technology, tools, and reports to fully engage business executives with your talent development story. When combined with our Professional Learning Evaluation application, it allows you to easily produce executive level reports and statements.

Modeled after Generally Accepted Accounting Principles (GAAP), based on SHRM-endorsed Talent Development Reporting principles, and grounded in scientific learning models, our Executive Reporting tools have been used by award-winning training organizations the world over, including CLO of the Year winners, Training Hall of Fame members and more.

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Managing and Measuring Improvement

Metrics that Matter® executive reporting is organized into three powerful reporting elements: efficiency, effectiveness and outcome metrics. Narrative-based reports and tabular-based statements can be examined at the enterprise, region, business unit or strategic program levels, integrating with outside data from outside systems where needed.

Our ready-to use templates and tools make it easy to showcase results to talent management and business executives, and our powerful benchmarks provide the crucial context you need to present an accurate picture of learning performance.

By measuring and managing the efficiency, effectiveness and business outcome data from your training programs with Metrics that Matter® Executive Reporting, the story you’ll be sharing is one of clear-cut and quantifiable optimization of your organization’s investment in human capital.

Tests

Testing knowledge and skills has never been easier

The Metrics that Matter® testing module provides a robust reporting interface for individual and aggregate testing results, allowing you to easily and effectively measure knowledge gain and quantify knowledge transfer within your organization.

Features of this highly customizable application include:

- **Authoring:** Easily create/edit tests with flexible question types
- **Flexible Presentation:** Question banks, randomization, timed tests and test retakes
- **Certificates:** Customize, print, email and save
- **Reporting:** Pre/post test and statistical analysis
- **Integration:** AICC/SCORM compliance
“Metrics that Matter® helps us to understand the level of quality and effectiveness related to our programs, not just operational numbers.”

—Grant Thornton LLP
Informal Learning

Are you interested in measuring and improving your social learning programs, using learning analytics? The Metrics that Matter® Social and Informal Learning module allows you to apply data-driven decision-making to both your structured and unstructured curricula, allowing you to optimize your talent development mix for maximum performance.

Gain the crucial effectiveness and feedback data you need to determine the usefulness of tools, techniques, content or programs.

The Metrics that Matter® Social and Informal Learning module provides you with the tools to:
- Poll the learner while they are consuming content.
- Access reports that enable filtering by program, delivery method, and content.
- Utilize standard surveys for mentoring, performance support, on-demand resource, and community of practice programs.
- Leverage micro-polls and pop-up surveys for point of interaction measurement.
- Access robust and richer reporting enhancements that enable filtering by program, delivery method, and content.

Project Assessment

Optimize project outcomes and team effectiveness

The Metrics that Matter® Project Assessment module allows you to automate executive summary reports on overall project performance, create individual performance summaries for project team members, and compare reports to benchmark one project against another.

Using templates or customizing their own reports, Metrics that Matter® users rely on the Project Assessment module to monitor:
- Outcome metrics to drive goal-setting, accountability and stewardship
- Coaching metrics to help project team members identify their hidden strengths and blind spots
- Process metrics to monitor cost, time, scope, change and conflict
- Metrics that go beyond traditional, efficiency metrics (time and budget) and focus on effectiveness metrics (process, outcomes, satisfaction)

Our powerful reporting capabilities include automated executive summary reports on overall project performance, status indicators that let you know when to take action, individual performance summaries for project team members and comparison reports to benchmark one project against another.
“The range of reports and tools available in Metrics that Matter® has given us timely, valuable insights into our programs and has allowed us to focus our energies on analyzing and interpreting the results.”

—Allstate Insurance
One of the strategic imperatives most organizations face is the need to measure and improve the capabilities of their talent—building more effective leaders and employees.

In order to accomplish this, you need to be able to quantify individual and organizational talent gaps, and have access to the data and reports to back up your recommendations.

Measuring and improving the capabilities of individuals in your organization requires the ability to quantify.

The Metrics that Matter® 360˚/Multi-rater Assessment module offers those tools and more, including standard measurement templates for leadership and general management competencies, as well as an authoring tool to suit your organization's needs.

The Metrics that Matter® 360˚/Multi-rater Assessment module allows you to:
- Build 180/360 multi-rater programs
- Create flexible rater assignments
- Utilize standard or build competency frameworks
- Send out custom, automated email distributions
- Collect data from multiple feedback sources (manager, peer, subordinate, vendor, customer, other)
- Work with robust, automated individual reporting, including comparison to peer group
- Interact with excellent aggregate reporting: compared by competency or line of business, and trended over time

With the Metrics that Matter® 360˚/Multi-rater Assessment module, you can create visual, actionable reports by department or business unit, or use automated, unique reports for each individual being rated, allowing you to apply measurement easily throughout the entire employee lifecycle.

The Metrics that Matter® Conference Module allows you to measure and improve strategic events and tracks for programs like sales and leadership, improving the quality, impact and value of your organization's conferences.

With the Metrics that Matter® Conference Module, you can:
- Measure multi-day or multi-track events
- Collect overall conference feedback
- Collect unique, session-level feedback
- Robust reporting by conference, track, session
- Analyze quality, effectiveness, and value of conferences and events
- Measure ROI of conferences
- Benchmark internally and externally
- Deliver evaluations via mobile devices real-time

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About KnowledgeAdvisors
KnowledgeAdvisors is the world’s leading provider of analytics solutions for talent development professionals. Our cloud-based talent analytics platform, Metrics that Matter®, helps businesses significantly improve the business impact of their talent development programs, and our consulting team provides measurement strategies to help optimize investments in human capital.
For more about KnowledgeAdvisors, visit: www.knowledgeadvisors.com.