



**A RESULT-ORIENTED LEARNING  
MEASUREMENT PROCESS**

# Build a game-changing talent experience with Metrics That Matter.

An estimated \$145 billion is spent annually on learning & development (L&D), yet less than half of this investment results in tangible application and business impact. When it comes time to tell your organization's L&D story, cut through the clutter and focus on what matters.

Metrics That Matter (MTM) combines science, technology, and precision to ensure that your learning programs are aligned to business priorities, relevant to the learning needs of your employees, and are improving performance for both individuals and organization.

# Eliminate wasted program expenses & align learning with business outcomes.

Reduce waste in your L&D budget and start focusing your investments on programs that achieve tangible results. With MTM, you can leverage the world's largest database of L&D effectiveness and impact benchmarks - which includes Net Promoter, Scrap Learning, and Estimated Performance Improvement due to training. Our measurement experts have built KPI frameworks, validated survey instruments, and created a suite of reports to inform all stakeholders better so that they can drive meaningful ROI.

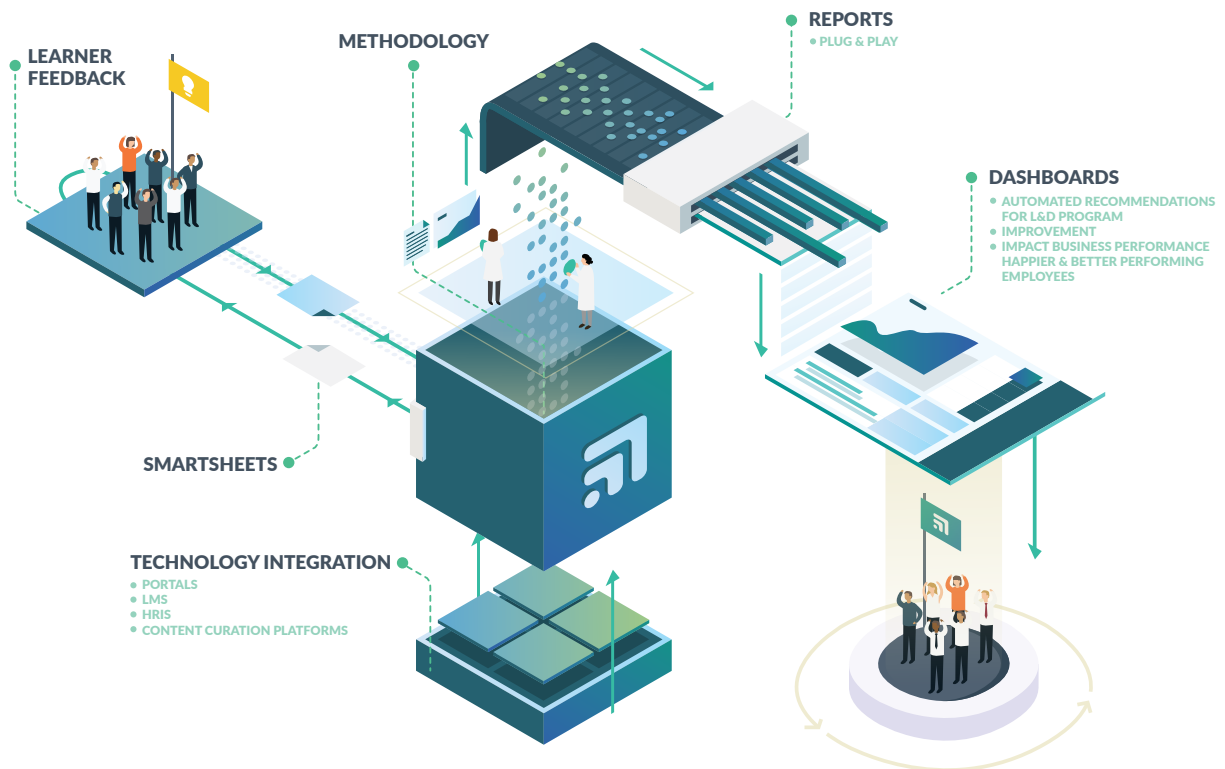


Figure 1. Metrics That Matter beneath the hood

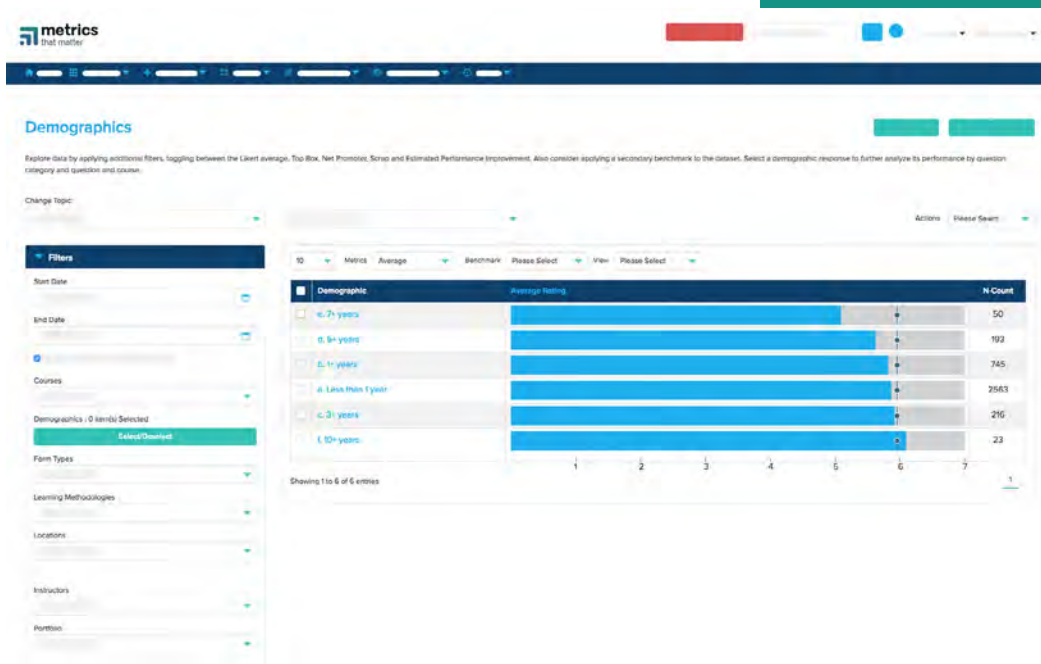
## Full integration with L&D landscape.

We know that technology improves efficiency. That's why Metrics That Matter integrates with your organization's existing enterprise software systems (LMS, HRIS, Talent Management Suites, etc.), eliminating the error-prone manual steps involved in the learning evaluation process.

Increase efficiencies and save on L&D administrative tasks. MTM creates a scalable way to automatically collect evaluations from any learning asset throughout your entire organization. Leverage advanced business intelligence technology and proprietary benchmarks to provide insights into learning data. Automatically update and share dashboards with stakeholders so that they can manage development programs that are tied to strategic initiatives.

## Scientifically validated measurement.

- **Built-In Expertise:** Align learning to critical business priorities with best-practice KPIs, SmartSheet evaluations, and measurement strategies.
- **Learning Impact Benchmarks:** Leverage over 1.5 billion data points - the world's largest validated source of effectiveness benchmarks.
- **Automated Insights:** Minimizes efforts to identify areas of wasted investment and scrap learning, and distributes insights to decision-makers with report automation.
- **Subject Matter Experts:** Our learning measurement experts will guide you through the process with a proven roadmap shaped from decades of industry expertise.



# Advanced Insights

## Ready Reports

Diagnose areas of L&D with the most scrap learning, identify highest- and lowest-performing areas of your learning organization, and summarize and highlight important information for course owners to effectively manage their learning portfolios.

## Data Explorer

Complement ready reports with a flexible and dynamic tool to explore the effectiveness of your L&D investments and predictive impact data. Conduct real-time drill-downs by course, class, and instructor to uncover under- and over-performance.

## Interactive Dashboards

A key part of your data-to-insight strategy, our new and interactive dashboards allow users to monitor KPIs that are tailored to their preferences easily. Key stakeholders can use real-time drill-down to learn what is driving a score in a particular direction.





# Feature Highlights

## Proprietary Methodology

Leverage data-driven insights, validated evaluation standards, deep domain expertise, and proprietary IP from a company with 18+ years of experience.

## Insights

Apply descriptive and predictive analytical methods to quickly find meaningful patterns and insights to link learning effectiveness with business outcomes.



## Scaled Automation

Automatically send evaluations to participants and instructors on the day training ends, and to participants and their managers at a designated point post-training.

## SmartSheet Evaluations

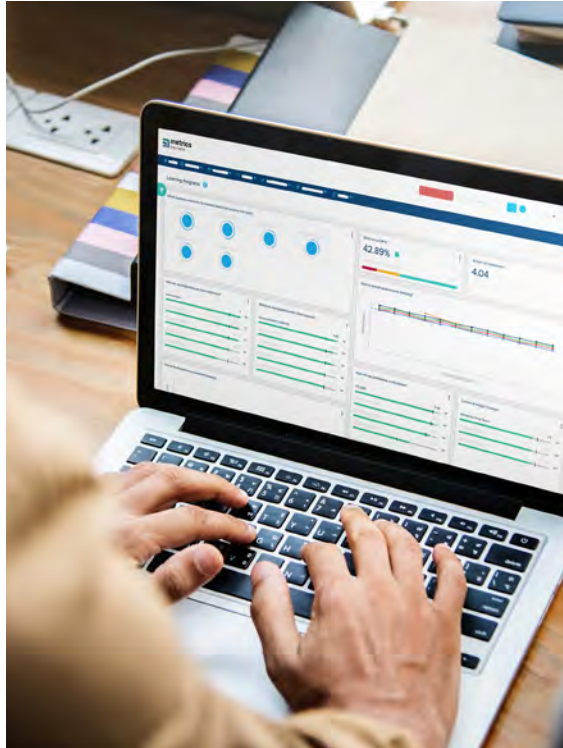
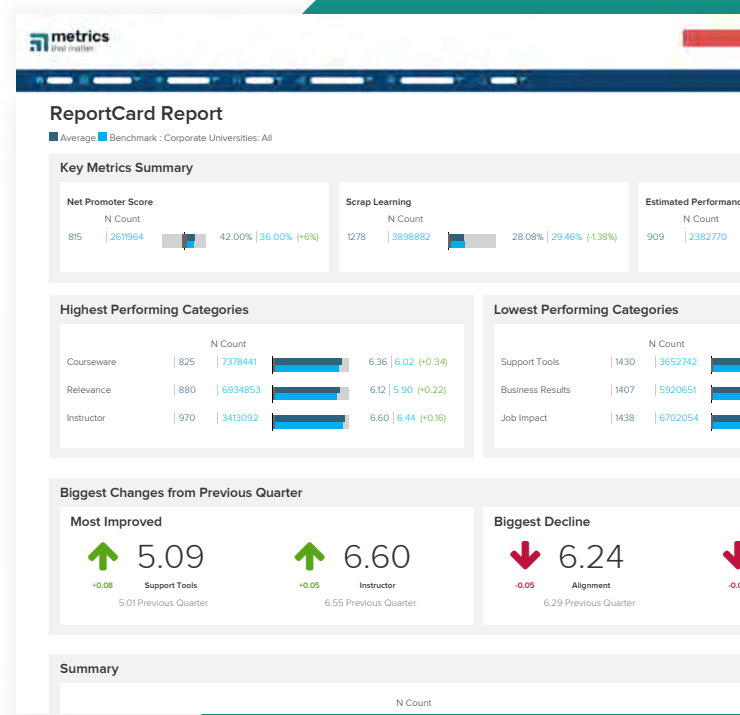
Apply scientific rigor to your evaluation forms with SmartSheets and gather the right set of metrics from all stakeholders (learners, instructors, and managers).

## Portfolio Measurement Strategies

Align your learning assets with your key business value drivers and strategically deploy the appropriate evaluation plan based on your business purpose.

## Reporting

Use automatic, on-demand, and dynamic reports including visual dashboards of important metrics such as performance trends and predicted cost-benefit ratios.



## Proprietary Metrics

Use a set of standard metrics that can be applied to the quality, performance, and effectiveness of your learning programs.

## Recommendations

A true business intelligence system, MTM offers data interpretation that moves beyond statistical reporting to research-based insights.



# Inform your L&D strategy with 360, Skill, and Competency Assessments

Uncover competency and skill gaps to focus your efforts where they are needed most. Blue provides the flexibility you need to create and deploy any assessment type, at scale, with no fuss.

- Content Flexibility: Build assessments around your existing question frameworks, data, and processes
- Full Automation: Trigger assessments based on calendar date or employee demographic (e.g. hire date)
- Response Monitoring: Real-time monitoring and smart reminders ensure maximum participation
- Custom Reporting: Design individual, team-level, and aggregate reports tailored to your organization's needs and priorities, with automated distribution and privacy controls
- Multilingual Support: Customize content in any language through the rater selection, rating, and reporting processes

Welcome Amanda Shine English

### Annual 360 Review - 2019 for Sean Wilson

**Empowering**  
Empowerment is the process of enabling or authorizing an individual to think, behave, take action, and control

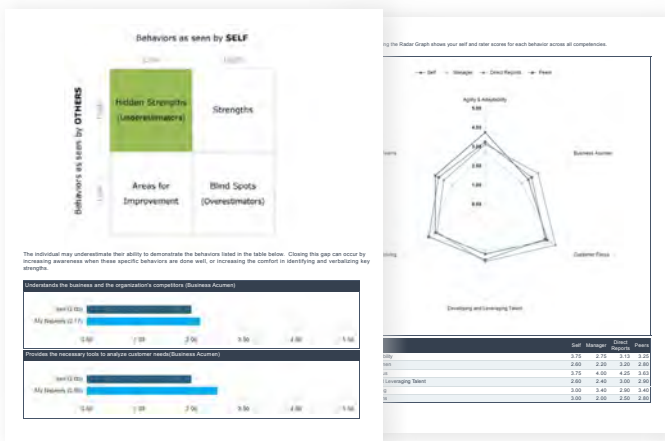
	Strongly Disagree	Disagree
Encourages and values initiative	<input type="radio"/>	<input type="radio"/>
Takes into consideration suggestions from other colleagues	<input type="radio"/>	<input type="radio"/>
Includes colleagues in decisions that involve them	<input type="radio"/>	<input type="radio"/>
Transmits energy and encourages others to go beyond	<input type="radio"/>	<input type="radio"/>

**Technical Credibility**  
Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to

	Strongly Disagree	Disagree
Keeps abreast of major developments area and demonstrates competency within areas of functional responsibility	<input type="radio"/>	<input type="radio"/>
Apply new tools and frameworks for results to analyze challenges and opportunities	<input type="radio"/>	<input type="radio"/>
Be a "rebel" in seeking out nonconventional approaches	<input type="radio"/>	<input type="radio"/>
Generate ideas for new products and services based on new technologies	<input type="radio"/>	<input type="radio"/>

Some questions were not properly completed.

[Back to task list](#) [Skip to summary](#)



## Make connections

How do last year's results compare to this year?  
Is there a link between the Skills Assessment and 360 results?

Through the analytical power of Blue, you can link results from multiple assessments to help connect all the dots along the employee journey.

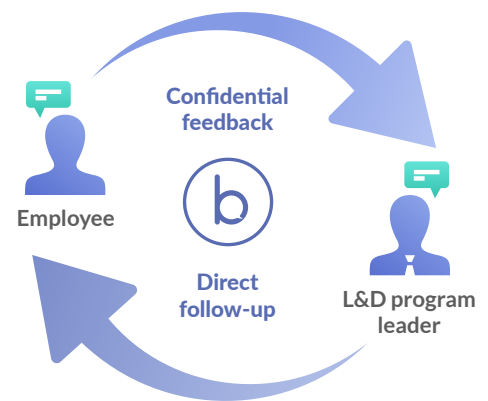
# bluepulse

## Drive post-training impact with Continuous Listening

Engage learners like never before with an always-on, confidential 2-way feedback channel. Bluepulse can help you:

- Follow up with learners after training to encourage application, provide resources, and uncover barriers to impact
- Keep a Leadership Development program cohort engaged between sessions with resources, discussions, and confidential coaching support
- Gather real-time feedback from learners as they access performance support assets on your content management system or portal
- Gather evidence for competency progression by setting goals and tracking improvement over time

### Close the loop with Bluepulse



The screenshot displays two overlapping interface elements. On the left is a poll titled "Have you had a coaching conversation this week?" with a "CHOICE" header. It shows two options: "Yes" with 73.64% (7 responses) and "No" with 26.32% (4 responses). On the right is a "Discussion" window with 128 people. It contains a comment from Jennifer Reyes asking for tips on coaching conversations, and a response from Bluepulse: "I'm having a hard time planning the opening context for the conversation, so the associate doesn't feel like this is coming up out of the blue. Do you have some tip?"



**The future of  
feedback is now.**



**explorance.**

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