metrics
that matter

THE LEARNING & DEVELOPMENT EFFECTIVENESS PLATFORM

Build a game-changing talent experience.

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.
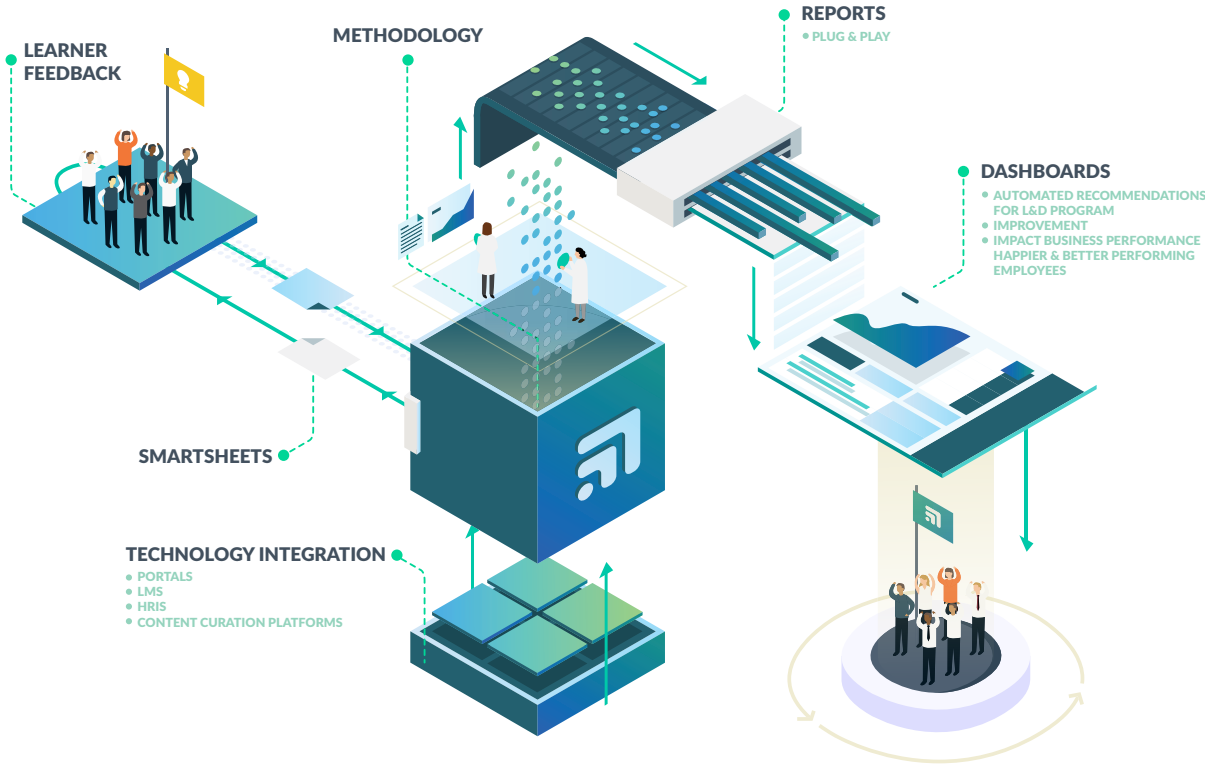

LEARNER FEEDBACK

METHODOLOGY

REPORTS
• PLUG & PLAY

DASHBOARDS
• AUTOMATED RECOMMENDATIONS FOR L&D PROGRAM
• IMPROVEMENT
• IMPACT BUSINESS PERFORMANCE HAPPIER & BETTER PERFORMING EMPLOYEES

SMARTSHEETS

TECHNOLOGY INTEGRATION
• PORTALS
• LMS
• HRIS
• CONTENT CURATION PLATFORMS

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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.
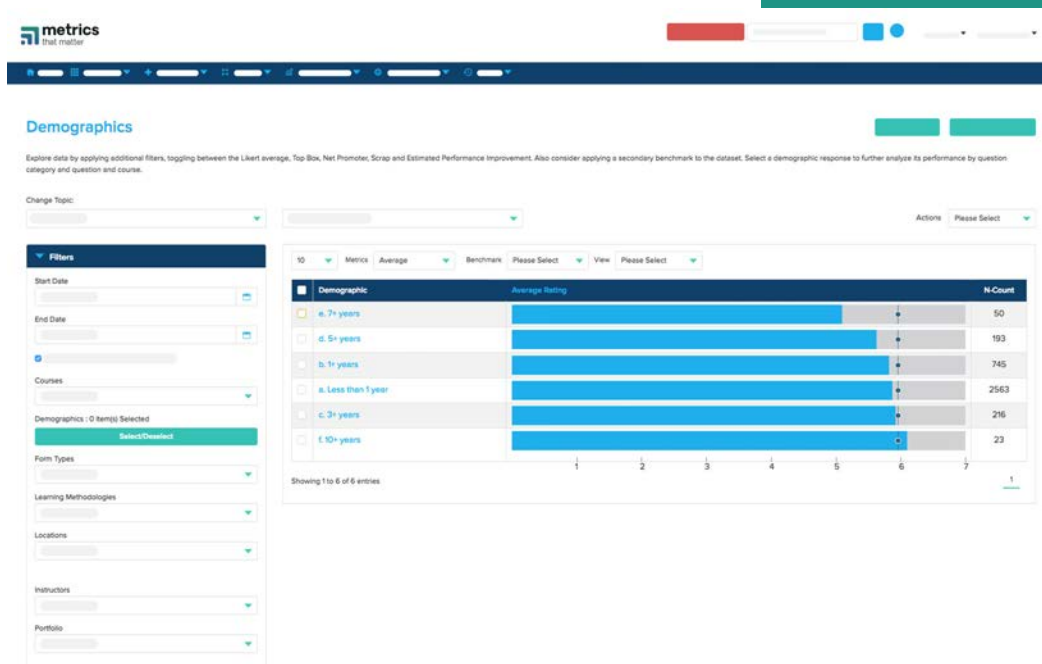
Advanced Insights

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.
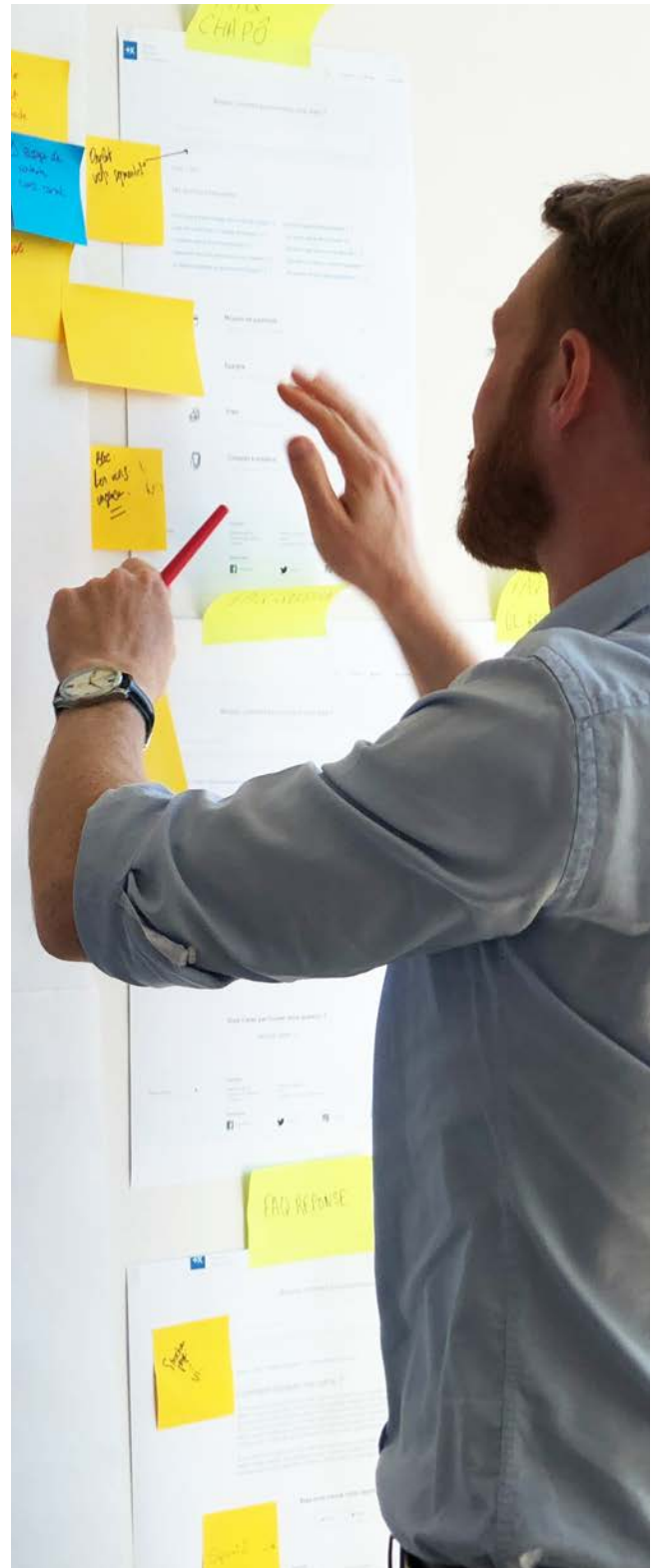
Feature Highlights

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.
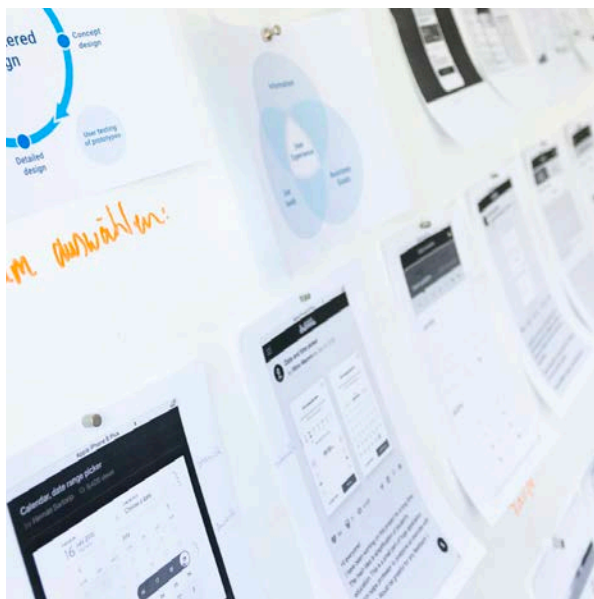
Scaled Automation

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.
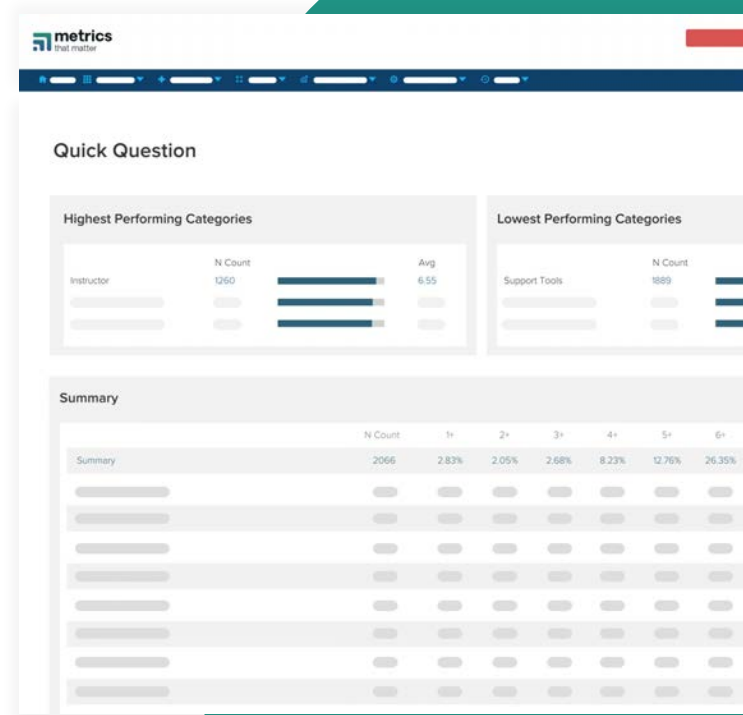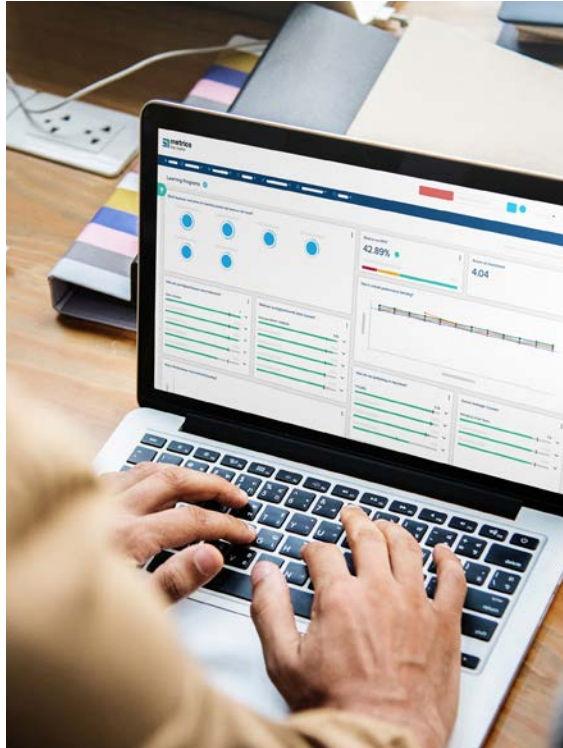
Proprietary Metrics

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.
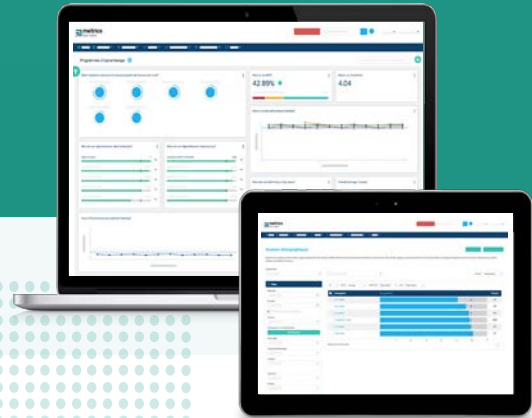
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Employee Experience Management in-a-box.

Through the Metrics That Matter (MTM) methodology packages, we can jump-start your ability to transform data into insights. Our methodology packages address each unique use case during the employee experience and are configurable within the Blue platform.

We go beyond just the technology to understand your unique needs and recommend solutions to ensure those needs are met so you can deliver better business outcomes. With MTM, you get methodology packages that you can build from.

Research-backed. Field-tested.

- Instrument design
- Item banks
- Measurement strategies
- Role based reporting standards
- Key metrics

Connecting experiences.

Through the analytical power of Metrics That Matter, you can link multiple use cases into comprehensive analysis to help uncover connections between recruiting & pre-hiring, onboarding feedback, training & assessment, and other experiences along the employee journey.

Experts in the field.

- World-class consulting
- Validated measurement methodology
- Best-practice templates
- 1.5+ billion data points repository
- Purpose-built analysis and visualization tools
- Automated insights

The future of
feedback is now.

explorance.