

# LET'S GET STARTED!



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Kate is an experienced leader and metrics expert! She is known for her ability to identify and drive metrics that result in business success.

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# HOW TO FOCUS ON METRICS TO DRIVE QUARTERLY STRATEGY



# Poll

**What is the top HR Metric you're tracking?**



# Metrics Drive Appropriate Goal Setting

## Successful Goal Setting

1. Use past performance drives goals
2. Allows for better Strategic Leadership
3. Set Goal expectations



# You manage what you measure.

## 3 Components of Successful Metrics

1. Keep it Simple – *Easy to read + understand*
2. Make it Trackable – *System, Dashboard or spreadsheet*
3. Measure over Time – *MoM, QoQ, YoY*

Future-Proof your Metrics!



## 4 HR Verticals to Measure

People

Organization

Workplace

Strategy



## 4 HR Verticals to Measure

### 1. People

1. Talent Acquisition
2. Turnover (by role/department)
3. Time to Hire
4. Absence Rate (per manager)
5. Overtime expense

### Measuring Turnover Rate

Traditional Turnover rate =

Number of employee  
termination/left  
÷

Average number of employees  
over a period



# 4 HR Verticals to Measure

## 2. Organization

1. Onboarding satisfaction
2. Employee Satisfaction
3. Employee Engagement
4. Educational programs
5. Workforce management

### Employee Engagement

#### Quarterly Survey

*Example Questions*

When did you last get recognition for doing a good job?

Do you trust your manager?





## 4 HR Verticals to Measure

### 3. Workplace

1. Diversity and Inclusion
2. Risk Management
3. Corporate Social Responsibility

### Diversity and Inclusion

**People Group-specific Diversity Rate =**

$$\frac{\text{Total Company Hires}}{\text{Categorized People Group Hires}}$$



## 4 HR Verticals to Measure

### 4. Strategy

1. Leadership competencies
2. Setting and Meeting Goals
3. Capacity of HR Team

### Quarterly Goal %

% of goals completion ÷  
All quarterly goals



# Recap

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**QUESTIONS?**

