

THE ESSENTIALS OF ASSESSING EMPLOYEE PERFORMANCE

GATHERED FROM A GLOBAL NETWORK OF LEARNING LEADERS JUST LIKE YOU

It is important to [measure employee performance](#) before and after training. Without effective measurement practices in place, learning leaders lack the insight to assess if an employee can effectively perform their job — and whether they are contributing toward business results.

Let's examine the **essentials of assessing employee performance** to enable employee success and improve business outcomes.



WHAT IS PERFORMANCE MEASUREMENT?



[Performance measurement](#) shows learning leaders how well an employee is doing their job. It is the ability to apply principles and methods to evaluate training performance, including identifying evaluation factors, metrics and outcomes.

IDENTIFYING THE RIGHT METRICS

The first step learning leaders should take to [measure employee performance](#) is working with business leaders and stakeholders to **identify which metrics to track** before training is developed.



THE MOST COMMON KPIS

Key performance indicators (KPIs) are observable competencies that can be used to evaluate the effectiveness of training.



COMPLETION RATE
Percentage who finish the training



EMPLOYEE SATISFACTION RATE
Using a [net promoter score](#) (NPS)



JOB ROLE COMPETENCY RATE
Application of skills on the job



ATTENDANCE RATE
Enrollment and participation



PASS/FAIL RATE
Average test scores

Assessing employee performance is more than tracking completion rates. Learning leaders should consider **behavioral outcomes** when designing and measuring the impact of training.

TRAINING EVALUATION METHODS

[The Kirkpatrick Model](#) is a great place to start for learning leaders who are new to measurement. This method evaluates training effectiveness across four levels.

LEVEL 4

Results: Determine tangible business results of training (improved productivity, increased sales, etc.)

LEVEL 3

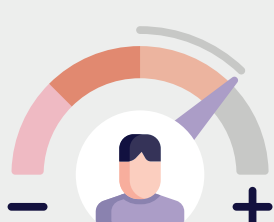
Behavior: Monitor observable changes in employee behavior on the job.

LEVEL 2

Learning: Use pre- and post-training [assessments](#) to measure acquired knowledge.

LEVEL 1

Reaction: Use surveys, interviews or ratings completed by employees to assess training satisfaction.



Finding the right method to assess employee performance can be the **key to a successful training program**. It is a process that takes time to develop — however, the results can create [measurable success](#) in your organization.

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