



From Activity to Impact: Establishing Meaningful KPIs Chatbox

10:58:41 From Dawn Wiley to Everyone:
Happy Friday!

10:58:51 From Betsy Spetich to Everyone:
Hello

11:03:10 From Erica Beggan to Everyone:
Nice background @Jason Dreyer!

11:03:42 From Erin Markee to Everyone:
First timer here!

11:03:55 From Jason Dreyer to Everyone:
Welcome Erin - thank you for joining us

11:03:57 From Betsy Spetich to Everyone:
It's been awhile.

11:03:59 From Amy Beckhusen to Everyone:
Hi! This is my first coffee chat! I am the sole instructional designer at a credit union in VA

11:04:08 From Jason Dreyer to Everyone:
Welcome Amy!

11:04:16 From Jason Dreyer to Everyone:
welcome back Betsy

11:04:24 From Connie Halvorsen to Everyone:
Welcome Erin and Amy!

11:04:30 From Connie Halvorsen to Everyone:
Welcome back Betsy!

11:04:35 From urbie delgado to Everyone:
Hey, I'm a migrant learning experience designer. I got a little bored in retirement & now do contract work, currently with U of A in Tucson.

11:04:50 From Erica Beggan to Everyone:
Replying to "Hi! This is my first coffee chat! I am the sole in...":
You're in good company Amy! Welcome to the rebellion!

11:04:51 From Diana Amoako to Everyone:
Hi Everyone, my first time. Joining from Ghana

11:05:03 From Amy Beckhusen to Everyone:
I know the term. I have zero experience making them or working with them

11:05:04 From Betsy Spetich to Everyone:
Very little Experience

11:05:11 From Jason Dreyer to Everyone:
Welcome Diana

11:05:27 From Andrew Vercooterren to Everyone:
I try to understand the KPIs the training I'm creating will relate to and influence.

11:05:30 From urbie delgado to Everyone:
In 20 or so years of this kinda work I haven't had a KPI..

11:05:37 From Dawn Wiley to Everyone:
I know the term, a little experience and want to dive in more

11:05:38 From Erin Markee to Everyone:
My org uses KPIs and I don't believe they're used completely as intended. I'm looking to develop accurate, better KPIs to connect to our business goals

11:05:40 From Victoria Nelson to Everyone:
Not much experience with them within L&D.

11:05:56 From Connie Halvorsen to Everyone:

Mixed results. They oftentimes seem to be made because you have to, but then you forget about them!

11:06:04 From Jason Dreyer to Everyone:

A lot of talk of these things called KPIs but very little connection to reality it seems.

11:06:06 From Sarah Martin to Everyone:

Learned about them through coursework, we do not currently use in my department.

11:06:08 From Regina Doeppel to Everyone:

Little experience but there is more focus on them this year so they are being talked about a lot

11:06:10 From Amie Hardt to Everyone:

Often the challenge is that KPIs are impacted by so many factors - not just training

11:06:30 From Dawn Wiley to Everyone:

I also feel like there is a lot of different vocabulary for the same thing depending on industry or role

11:06:30 From Erica Beggan to Everyone:

Working in higher ed, it's harder to root around to find KPIs. We have been told we have 4 pillars for central HR, so that's the best I've got.

11:07:28 From Elizabeth Waite to Everyone:

I can't hear anything

11:08:44 From Erica Beggan to Everyone:

Replying to "I can't hear anything":

Check your audio setting for both the Zoom client and then your system.

11:09:46 From Connie Halvorsen to Everyone:

By Thursday, we are tired of the week and looking for good and useful "distractions"! Lol!

11:10:27 From Betsy Spetich to Everyone:

Application of learning by participants

11:11:39 From Dawn Wiley to Everyone:

Victoria - no worries. I'm right there with you on the Friday brain fog

11:12:01 From urbie delgado to Everyone:

It's happened at more than one organization I've worked with that KPI stands for "Keeping People Inspected" or micromanaging. Honestly, I've never worked a project where we

looked at deliverables & requirements in quite that way.

11:12:13 From Elizabeth Waite to Everyone:

Replying to "I can't hear anything":

I checked everything and then a check came on from zoom and all of a sudden I have sound! 👍

11:12:55 From Andrew Vercooteren to Everyone:

KPI: cost to serve (Project management effectiveness).

A lever to reduce this KPI could be building products that we've built lots of times, and can estimate the effort more accurately than an experimental, highly creative solution.

11:13:14 From Jason Dreyer to Everyone:

How do you align when the only measurement is profitability?

11:14:18 From Dawn Wiley to Everyone:

not being a training order taker but a problem solving partner

11:15:31 From Andrew Vercooteren to Everyone:

Replying to "How do you align when the only measurement is prof...":

Profitability can only be improved by bringing more money into the company or by being more effective with the money you have.

11:16:18 From Connie Halvorsen to Everyone:

Sorry everyone! I just got called to an emergency meeting! Have a great weekend!

11:18:05 From urbie delgado to Everyone:

Here's some ways helping the business succeed has been measured (AI helped with formatting)..

11:18:26 From urbie delgado to Everyone:

Technique	Is it a KPI?	Why it is	Why it isn't
Before/After Snapshots narrative than numeric	KPI-ish	Shows change over time	More
Behavior Change in the Wild	KPI-lite	Tracks real-world actions	Qualitative, not quantified
Small Wins, Big Echoes	KPI by anecdote	Ties learning to outcomes	Not tracked systematically
Peer Recognition/Adoption for traditional metrics	Shadow KPI	Indicates influence and trust	Too soft

Performance Drift Reversal | Covert KPI | Links to process improvement | Used case-by-case

Stakeholder Testimonials | Relational KPI | Shows business partner buy-in | Subjective and anecdotal

11:18:49 From urbie delgado to Everyone:

A kinder, gentler way to measure

11:21:32 From urbie delgado to Everyone:

The semiconductor 101 curriculum I'm developing's key measure is arousal. Is the presentation of the material such that students will enroll.

11:24:21 From Erica Beggan to Everyone:

Replying to "The semiconductor 101 curriculum I'm developing's ...":

@urbie delgado - but what is the motivation behind wanting students to enroll? It would be that it increases the organization's revenue, correct?

11:27:05 From Andrew Vercooterren to Everyone:

Correlation \neq Causation



11:27:51 From thomas wivinis to Everyone:

volume?

11:28:10 From Heather Varney to Everyone:

Cannot hear Laura.

11:28:18 From Victoria Nelson to Everyone:

I can't either

11:28:49 From urbie delgado to Everyone:

Replying to "The semiconductor 101 curriculum I'm developing's ...":

At some point, maybe. My working metric is..

A learner, in a cleanroom, making a real-world decision with confidence and context

Increased revenue is a lagging indicator.

High technology manufacturing is a volatile industry. Are learners able to get the good jobs they want even as fluctuations occur.

11:29:54 From Amy Beckhusen to Everyone:

I have another meeting but I look forward to watching the end. Thank you!

11:30:31 From Erica Beggan to Everyone:

"start with the end in mind" - a tale as old as time

11:30:53 From thomas wivinis to Everyone:

My training is not as much about making the company profit but from losing money by not performing a task efficiently. Normal/Abnormal/Emergency

11:31:31 From Andrew Vercouteren to Everyone:

Would "People Leaving" be a lagging indicator?

11:31:46 From Erica Beggan to Everyone:

Replying to "My training is not as much about making the compan...":
It does still come back to money - either increasing it, or not losing it.

11:34:15 From Sarah Martin to Everyone:

Have to head out to another meeting, enjoyed listening in!

11:34:39 From Laura Krikhaar to Everyone:

our leading indicators for managers tends to be managers confidence and employee experience

11:35:41 From Andrew Vercouteren to Everyone:

Replying to "our leading indicators for managers tends to be ma...":
High manager Emotional Intelligence?

11:38:49 From Shannon Tipton to Everyone:

impact tool

11:38:49 From Shannon Tipton to Everyone:

Tool 7.Improving Impact.US.pdf

11:41:28 From Shannon Tipton to Everyone:

50 tips for increasing LnD business value.pdf

11:42:20 From urbie delgado to Everyone:

The Tool 7 looks like it adds a lot of overhead to my already over-burdened job.

11:43:02 From Erica Beggan to Everyone:

Annual reports, state of the company addresses, checking PR bulletins

11:43:17 From Victoria Nelson to Everyone:

Strategic plans

11:45:25 From Erica Beggan to Everyone:

I really liked Shannon's example from her blog on this topic in helping us shift our mindset

11:45:26 From Erica Beggan to Everyone:

{C2F47502-55C2-4533-AC69-3367A7A36AB8}.png

11:46:11 From Betsy Spetich to Everyone:

KPIs should be agreed upon for the total entity and individual divisions/groups KPIs should feed into them. For instance, I work in a state agency. We have a mission statement that KPIs could be developed from. My training KPIs and trainings should help employees contribute to the overall KPIs for the agency.

11:47:07 From Dawn Wiley to Everyone:

Yes. Not what they need to learn in the training event or course but what do they need to be able to DO back on the job

11:48:18 From Elizabeth Waite to Everyone:

what is the name again?

11:48:20 From Erica Beggan to Everyone:

Kevin is great everyone!

11:48:36 From Jason Dreyer to Everyone:

<https://kevinmyates.com/>

11:48:40 From Betsy Spetich to Everyone:

Replying to "Yes. Not what they need to learn in the training e...":

Yes and it is difficult to get management to verbalize what they want employees to do. They look at the training I do as checking boxes - that we are complying with requirements.

11:48:45 From Shannon Tipton to Everyone:

<https://kevinmyates.com/detective-kit>

11:48:50 From Nancy Cattle to Everyone:

He is excellent. He just spoke at the LMS seminar two weeks ago.

11:51:14 From Erica Beggan to Everyone:

ROI Institute, right?

11:53:39 From Andrew Vercoouteren to Everyone:

Get a copy of the Business Analysis Body of Knowledge (BABOK) and create a course for yourself on how business analysts do their job.

<https://www.amazon.com/Guide-Business-Analysis-Knowledge-BABOK/dp/1927584027>

11:54:25 From Erica Beggan to Everyone:

Found this Substack on the Ran Charan's book:
<https://evansamek.substack.com/p/execution-by-larry-bossidy-and-ram>

11:57:42 From Dawn Wiley to Everyone:

I will dive into the Detective Kit

11:57:43 From Andrew Vercooteren to Everyone:

Download the Detective Kit.

11:57:53 From Laura Krikhaar to Everyone:

Impact from leadership development programmes

11:57:58 From Victoria Nelson to Everyone:

Apply the impact tool

11:58:10 From Elizabeth Waite to Everyone:

He does need to ask for contact information!

11:58:19 From Erica Beggan to Everyone:

Looking outside of L&D to find more awareness and ideas regarding KPIs

11:58:31 From Laura Krikhaar to Everyone:

Nebulous indeed!

11:59:16 From Andrew Vercooteren to Everyone:

Question: Where can I find the other tools listed on page 2 of the Improving Impact Tool?

11:59:32 From urbie delgado to Everyone:

Dunno. A deeper look at that KPI tool leads me to think it's AI proof. There's a lot of nuance in it.

11:59:38 From Erin Markee to Everyone:

I have to hop off. Thanks for the warm welcome. Looking forward to joining again in the future!

11:59:53 From Dawn Wiley to Everyone:

Hopping off! Thx everyone!

12:00:20 From Betsy Spetich to Everyone:

What you said at the end has me thinking about how to measure safety. Our overall theme for a recent training - and the KPI I guess - is to help employees make it home safe from the field every evening. How do we measure whether they apply the skills to reach that KPI?

12:00:52 From Regina Doeppel to Everyone:

Thank you

12:02:02 From Victoria Nelson to Everyone:

Thank you!

12:02:03 From Jason Dreyer to Everyone:

More opportunity to listen to myself

12:02:23 From Erica Beggan to Everyone:

Festival of Books at USC

12:03:16 From thomas wivinis to Everyone:

Check the punch

12:03:39 From Heather Varney to Everyone:

gum is the worst.

12:03:44 From Andrew Vercouteren to Everyone:

Thanks, everyone!

12:04:09 From thomas wivinis to Everyone:

Be well everyone

12:04:10 From Elizabeth Waite to Everyone:

Thanks Shannon for all you do!!!

12:05:15 From urbie delgado to Everyone:

I'll be at ATD25, too. Probably not networking night.

12:05:46 From urbie delgado to Everyone:

Ciao!