

Gartner Insights

# Assess Success Metrics for Your People Strategy

Metrics Evaluation Tool for HR Leaders

# Assess Success Metrics for Your People Strategy



## A. Evaluate

When assessing metrics to gauge success, you should evaluate metrics for their relevance and objectivity. Use the Metrics Evaluation Tool to assign weights to score your metric options and prioritize which ones will be most effective.

### How to Use the Metrics Evaluation Tool:

1. Review the evaluation criteria and enter a weight for each. All weights must add up to 100%.
2. List all HR objectives and potential metrics along with their definitions.
3. Score each metric on a scale of 1 to 5 where, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree. For criteria not applicable to a particular metric, leave the cell blank.
4. Use the scoring legend to prioritize metrics by multiplying the metric score by the respective weight percentage.



### Metrics Evaluation Tool

Evaluation Criteria	Description	Weight
Effectiveness	Changes in the value of the metric reflect progress along one or more of HR's objectives.	
Actionability	The metric informs decision making by senior executives.	
Measurability	The metric can be measured with reasonable ease and accuracy.	
Specificity	The metric is sufficiently granular for the objective it measures.	
		0

#### Metric Scoring Legend

**Highly Robust Metric: A score of 4.5 or greater**

**Moderately Robust Metric: A score between 3 and 4.5**

**Premature Metric: A score of 3 or lower**



# Metrics Evaluation Tool

■ 3 or lower ■ Between 3 and 4.5 ■ 4.5 or greater

Functional Objective	Metric	Definition	Effectiveness	Actionability	Measurability	Specificity	Weighted Score
Example: Improve our ability to drive and support topline growth.	Stakeholders' perception of HR's business impact	Stakeholder satisfaction with HR measured through survey	2	2	1	1	1.5
							<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
							<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
							<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
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## B. Build

Based on the results from the Metrics Evaluation Tool, build a performance dashboard to illustrate the ROI and progress of your human capital strategy. Use the Performance Dashboard to help you do this.

### How to Use the Performance Dashboard:

1. Enter all metrics selected for each objective in the “Metrics” column.
2. Add the definition or calculation methodology for each metric in the “Definition” column.
3. Assign targets for the current year and your target end date.



### Performance Dashboard

HR Objectives	Metrics	Definition	20XX Target	20XX Target
Example: Improve our ability to drive and support top-line growth.	Stakeholders' perception of HR's business impact	Stakeholder satisfaction with HR measured through survey	14	8

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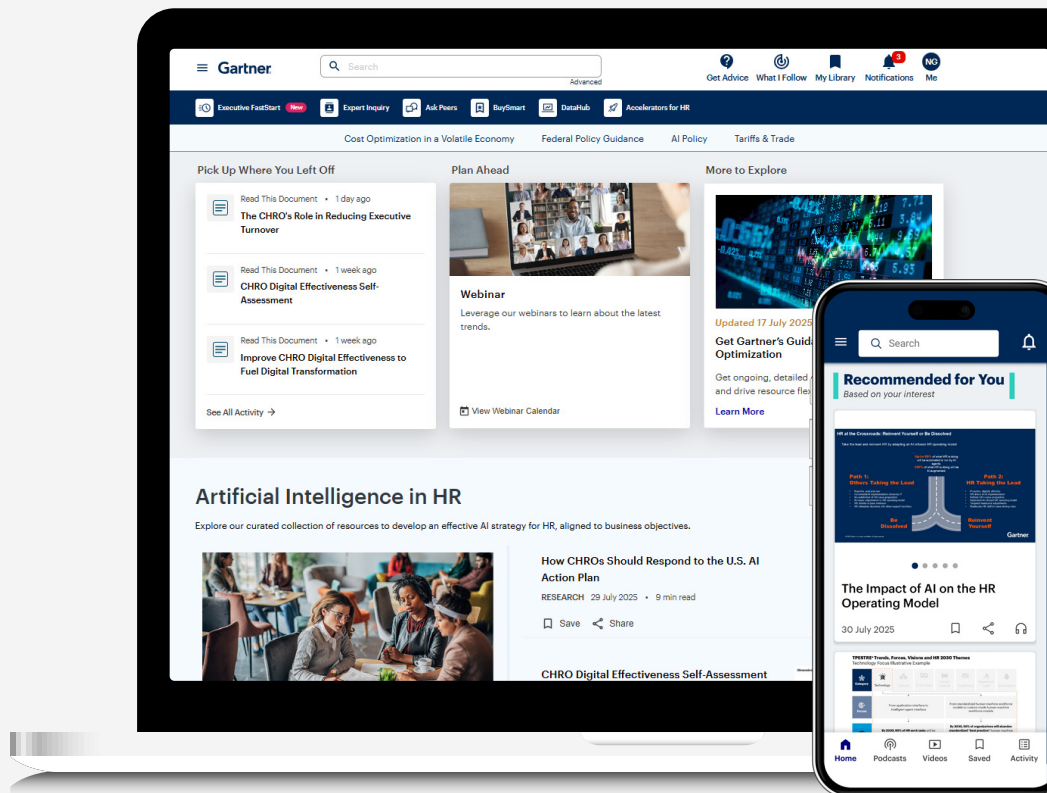
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