

Measuring Results

Talent Management

Focus Area	Strategic Metrics	Operational Metrics	Employee Metrics
Workforce Planning	<ul style="list-style-type: none"> Mission-Critical Occupation (MCO) resource targets are met 	<ul style="list-style-type: none"> Percent of managers involved in the workforce planning process (manager satisfaction survey) 	<ul style="list-style-type: none"> Percent of MCO staffing gaps closed
Recruitment and Outreach	<ul style="list-style-type: none"> Competency and skills gaps are closed for MCOs 	<ul style="list-style-type: none"> Applicant satisfaction with the hiring process Percent of reduction in time-to-hire Manager satisfaction with quality of applicants 	<ul style="list-style-type: none"> Percent of managers satisfied with the quality of applicants Percent of applicants satisfied with the application process
Employee Development		<ul style="list-style-type: none"> Organizational survey Employee training Employee mentoring 	<ul style="list-style-type: none"> Percent of employees who participate in training Percent of employees who participate in agency mentor programs
Leadership Development	<ul style="list-style-type: none"> Competency and skills gaps filled for Management and Leadership positions 		<ul style="list-style-type: none"> Percent of staffing gaps closed for leadership positions
Retention	<ul style="list-style-type: none"> Retention percentage of employees in MCOs 	<ul style="list-style-type: none"> Manager satisfaction with quality of hires after 6 months Increase in employee engagement on the EVS 	<ul style="list-style-type: none"> Percent of managers satisfied with the quality of hire Percent of new hire overall satisfaction
Knowledge Management		<ul style="list-style-type: none"> How has “managed knowledge” contributed to the organization’s desired outcomes? Have any new knowledge gaps emerged based on new requirements? 	