

Dasha Randlett Consulting

# How Metrics Help Employees See Their Value at Work



# Metrics That Matter, Not Metrics That Monitor

Employees often associate metrics with control or evaluation.

Shift the mindset: metrics are tools to illuminate impact, track progress, and foster growth - not just to monitor performance.



# Tie Every Metric to a Bigger Goal

Always connect individual metrics to organizational outcomes.

Don't just say "reduce churn" or "increase form fills."

Explain why it matters: retention boosts profitability, qualified leads fuel growth.

People are more engaged when they understand how their work supports the mission.



# Make Metrics Role-Relevant and Actionable

Translate abstract goals into role-specific KPIs. Company-level OKRs can feel disconnected.

Break them into measurable actions at the team or individual level - so employees can see what they directly influence and track their own progress with purpose.



# Use Dashboards to Visualize Impact Over Time

Show momentum with simple, clear visuals.

Seeing their name or team tied to a positive trend builds confidence.

Whether it's weekly graphs or quarterly reviews, show how small actions lead to real movement - especially in customer outcomes, revenue, or efficiency.



# Celebrate and Storytell Around Metrics

Pair recognition with real numbers.

“Great job” is nice.

“Your optimization led to a 15% increase in signups this month” is better.

When you spotlight achievements backed by data, it reinforces value, accountability, and a culture of continuous improvement.



# Use Metrics to Spark Development, Not Judgment

Build a culture of curiosity and coaching. Metrics should open doors, not close them. If someone's results dip, invite reflection and offer support - don't lead with criticism.

Progress reviews should highlight strengths and guide better habits, not punish missteps.



# Ask Reflective Questions That Reinforce Value

End meetings with “impact reflections.” Simple prompts like “What did you help improve this week?” or “Where did you move the needle?” help employees internalize how their actions drive outcomes.

It builds self-awareness, motivation, and pride in their contribution.

