



HOW TO CREATE A LEARNING & TALENT DEVELOPMENT SCORECARD

In four easy steps



STEP 1: DEFINE PURPOSE & STAKEHOLDERS

- Align with organizational goals.
- Identify key stakeholders (HR, Business Leaders, employees).
- Determine what success looks like.



STEP 2: SELECT KEY METRICS

- Use a balanced scorecard approach:
 - **Business Impact:** Performance, retention, ROI.
 - **Learning Effectiveness:** NPS, knowledge retention.
 - **Operational Efficiency:** Delivery, platform usage.
 - **Employee Experience:** engagement, DEI/B participation.
- Keep metrics relevant and measurable.



STEP 3: SET TARGETS & GATHER DATA

- Establish clear benchmarks or targets.
- Collect baseline data for comparison.
- Use surveys, LMS data, and other performance metrics.



STEP 4: VISUALIZE & TAKE ACTION

- Build a clear, color-coded dashboard or spreadsheet.
- Highlight trends, gaps, and wins.
- Communicate results to stakeholders.
- Adjust programs based on findings.

