# Data that leads to coaching moments

## LeaderZone insights into User Metrics

Axonify has the comprehensive tools built-in to give leaders and managers critical insights about employee knowledge and behaviors, compliance, and participation in learning. User Metrics ensures managers can quickly identify who's falling behind, how and where to coach specific individuals to close knowledge gaps, improve on-the-job behaviors, and achieve business objectives.

User Metrics is designed to help time strapped managers:

- Quickly identify who's falling behind
- How and where to coach and celebrate
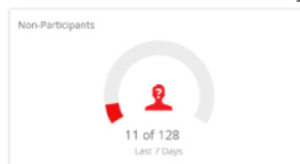- Improve on-the-job behaviors
- Achieve business results

User Metrics is easy to fit into your work week and complements what you're already doing.  Choose a few minutes at the beginning and towards the end of your work week to optimize your time.

1. **Learning Performance:** Check your team's learning performance in a glance with overall User Metrics. Aim to maintain green or blue indicators across the top three metrics – participation rate, participation frequency and knowledge. As well, ensure that your team is meeting or exceeding the company average.

## Participation Rate

Get a view into how much of your team is logging in to Axonify.

Participation Rate - Last 30 days
95%                          Company average 78%
          50%            90%

Non-Participants

11 of 128
Last 7 Days

Check the non-participant tile to take action and encourage participation.

## Participation Frequency

See the number of times your team has participated in the last 30 Days

Participation Frequency - Last 30 days

14.3                          Company average 12.9
          10            20
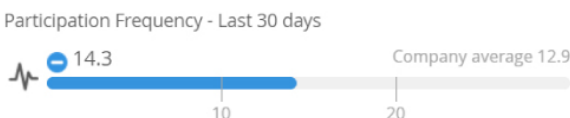
## Knowledge

Check the knowledge average across team members. Use this detail to proactively influence content or coaching for managers in the field.

Knowledge - Current

89%                          Company average 87%
          50%            90%

Axonify™
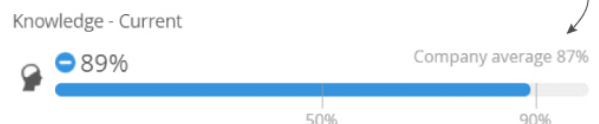
# LeaderZone insights into User Metrics

## 2. RED: Urgent or critical items requiring action

### Needs Coaching
Identifies learners who consistently respond to questions incorrectly, achieving 50% or fewer correct responses

### Certifications
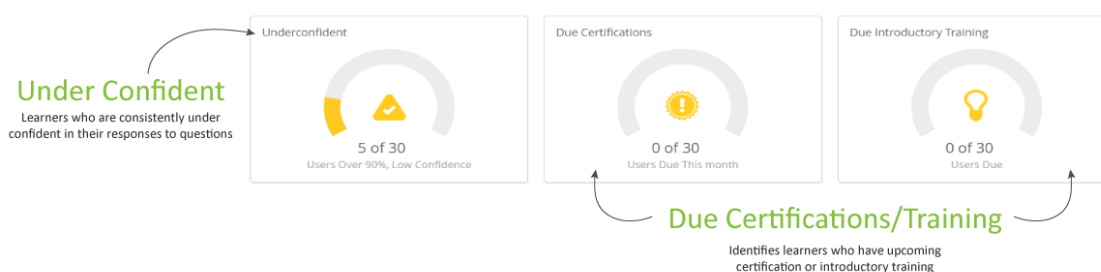Learners who are overdue for certifications, a potential risk factor for compliance and safety

**Non-Participants**
3 of 30
Last 7 Days

**Needs Coaching**
1 of 30
Users Consistently Under 50%

**Overconfident**
1 of 30
Users Under 40%, High Confidence

**Overdue Certifications**
0 of 30
Users Past Due

### Non-Participants
Displays learnerrs who aren't participating

### Overconfident
Highlights learners who are highly confident in their responses, but answer incorrectly
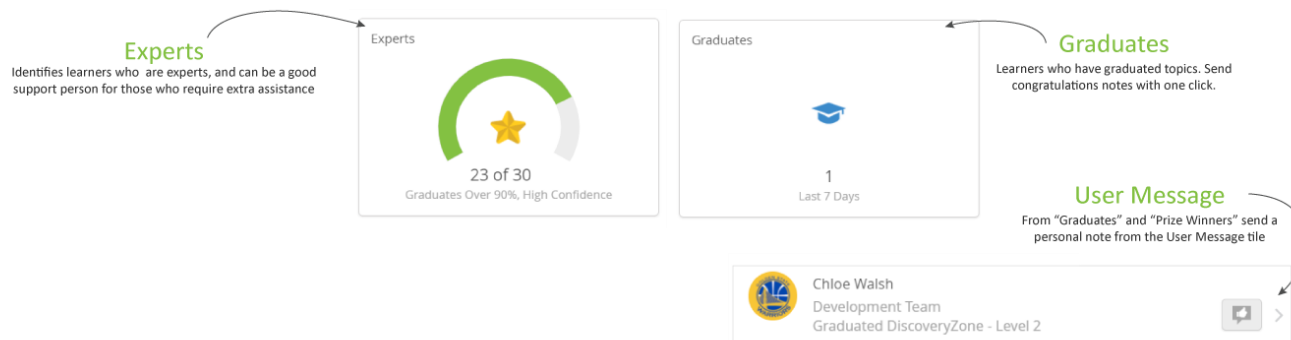
*\*Click on any of the tiles to see lists of employees in each category. This allows for quick action on items you'd like to address.*

## 3. YELLOW: Important items to help guide or advise action

### Under Confident
Learners who are consistently under confident in their responses to questions

**Underconfident**
5 of 30
Users Over 90%, Low Confidence

**Due Certifications**
0 of 30
Users Due This month

**Due Introductory Training**
0 of 30
Users Due

### Due Certifications/Training
Identifies learners who have upcoming certification or introductory training

## 4. GREEN: Positive items that are indicators of how your team is improving. Celebrate these successes with team members.

### Experts
Identifies learners who are experts, and can be a good support person for those who require extra assistance

**Experts**
23 of 30
Graduates Over 90%, High Confidence

**Graduates**
1
Last 7 Days

### Graduates
Learners who have graduated topics. Send congratulations notes with one click.

### User Message
From "Graduates" and "Prize Winners" send a personal note from the User Message tile

**Chloe Walsh**
Development Team
Graduated DiscoveryZone - Level 2

User Metrics in Axonify can help managers gain actionable insights into how their team members are performing in Axonify.  User Metrics gives critical insights in just a few minutes, allowing you to:

1. Check learning performance
2. Action the reds
3. Monitor the yellows
4. Celebrate the greens

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