

# TA Greatness Webinar Series #1

## The Ultimate TA KPI - Accuracy

### What is Accuracy in TA?

1. The ability to predict job success.
2. Measuring what matters.
3. Measuring what we aim to measure and not something else.

### Measure What Matters

Alignment within the hiring team on what are the most important components to assess (skills, motivations, values, behaviors, etc.).

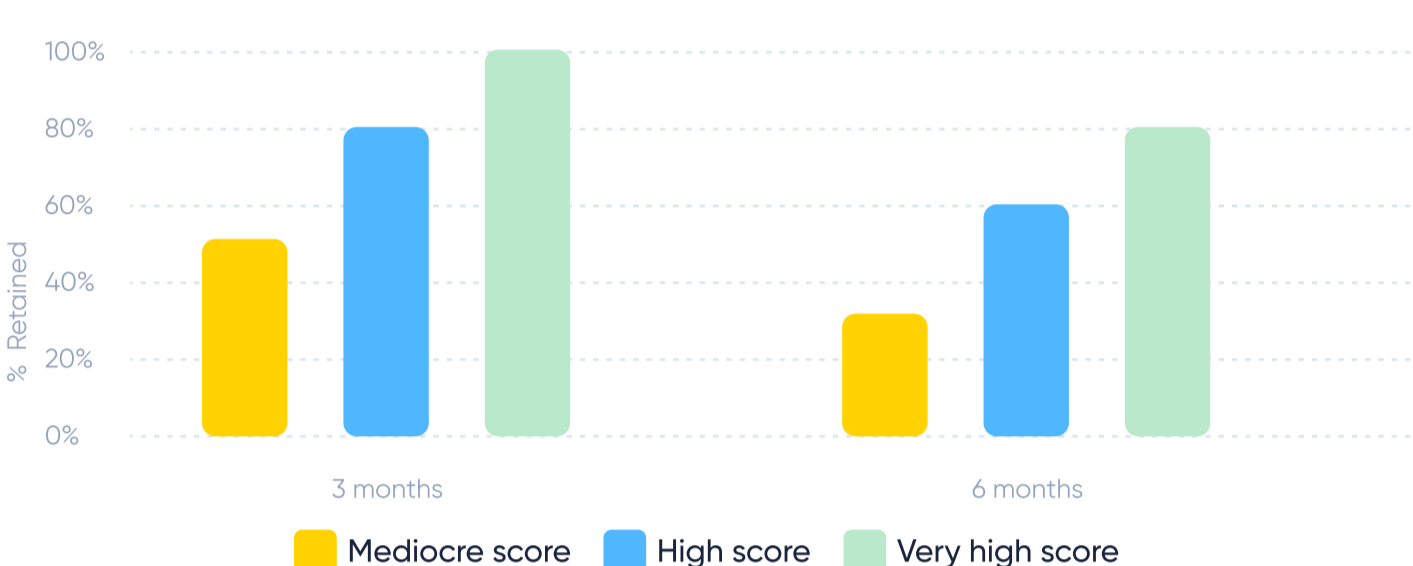


Less is more - assess no more than 10 components.

### Measuring Accuracy. Quick Wins

#### 1. Measure retention

- General trend - a generally increasing/decreasing retention trend can give you a high level sense of your hiring accuracy.
- Compare hiring process scores/recommendations to new hire retention - % retained for the first 6 months.



#### 2. Review candidates' scores/ recommendations distribution

- Does your hiring team actually differentiate between candidates?

##### Overall Interview Score Distribution Lenient

\* Based on all skills calculated average

Your interviews' overall score distribution tends to be **lenient**. On your next interviews, try to use more of the bottom end of the scale (utilize the "give a high score to" tooltip to get a reference on what a good/poor answer looks like).



#### 3. Correlate scorecards scores with overall impression / recommendation

- Are you able to differentiate between the different components you are assessing?

### Measuring Accuracy. Long Term

#### 1. Compare interview scores to retention

##### Interview Scores



Amazing!



Good



OK

##### Average Retention



35 Months



24 Months



12 Months

#### 2. Compare interview scores to performance

- Are your interview and performance evaluations aligned?

Performance	Low Performer	Mediocre Performer	Top Performer
Mediocre	70%	20%	10%
High	20%	70%	20%
Very High	10%	10%	70%

#### 3. Compare interview scores by skill to performance

- Correlate skills scores with performance scores.
- Or: calculate % of top performers out of hires that scored high on skill X.

Performance	Low Performer	Mediocre Performer	Top Performer
Scored high in the interview on			
Growth mindset	10%	20%	70%
Effective communication	10%	70%	20%
Analytical	20%	30%	50%

### Demonstrate ROI on Accuracy

#### 1. Demonstrate savings on bad hires

"Our turnover went down by 5% in the past 12 months, we saved the company \$3M on bad hires".

- Align with the business on what a bad hire is.
- Calculate the cost of one bad hire.
- Multiply by the number of bad hires.

#### 2. Demonstrate earnings on top performers

- Less than 20% of employees generate more than 80% of the output
- Quantify how much a top performer makes the company per year on average (sales revenue, upselling, billable hours).
- Multiply by the number of top performers.