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Starter Micro Metrics to Consider for a Leaders

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While your team may not be the company's profit center, there are still metrics that let you know if you are on the right path to leading your team.

An important philosophy to consider about leading a team is that everyone in that team, and the team itself, has a customer. Identify who they are and what they want and need, and your team will go far!

AWARENESS

This category focuses on how much the C-Suite knows about your team. Also, make sure your team gets the recognition they deserve by celebrating their different milestones and achievements. Unseen departments are the first to have their budgets cut, and employees who feel overlooked and thus perceive their contributions as unappreciated will look for employment elsewhere!

CONSIDERATION

This category is all about the touchpoints of potential customers and if they are starting to give your team more attention.

Build relationships with your counterparts in other departments. Facilitate ideation sessions cross-departmentally to develop projects your team has a stake in and provide a space for creativity to blossom. How can you use your team's expertise to help other teams? Become internal consultants. How many touchpoints do you need to have with everyone to stay top of mind?

Are customers weighing their options for your team's service? Are they considered part of any company task forces or committees, whether or not it is directly related to your team's job? Tracking your team members on tangential opportunities or something completely different, such as a DEI committee, is important, as it still gets them in front of the right people who make decisions on other projects.

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THE APPROACHABLE DATA FOLKS

EVALUATION

Keep track of other departments requesting examples or samples of work you've done for others.

During reviews, take the open-ended comments on what individuals want to do more of, less of, and change, and see if you can find overall trends to support team-building activities.

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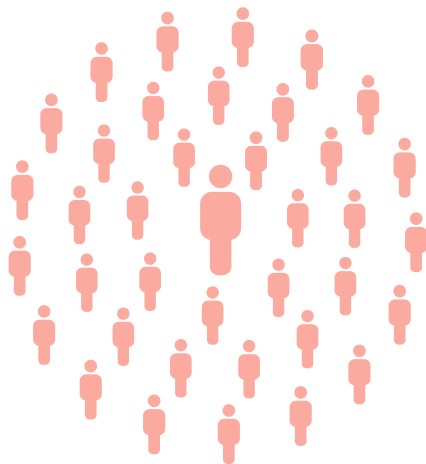
CONVERSION

Team size growth, budget retention and growth, project counts, responsibilities count, and how many cross-departmental projects occurred are micro metrics that you can measure to ensure that your team is servicing their clients.

FINAL THOUGHTS

As a leader, you greatly influence the lives around you. It is a big responsibility, and it's important to remember that your team's culture, attitude, and performance rests with you!

"**Leaders are the stewards of organizational culture. Their actions and attitudes set the tone**."
-From GWD
Leadership 100 White Paper

Click here to read our white paper

Does all this sound daunting? We can help! Email patti@groundedwithdata.com