Lattice

Cheat Sheet: How to Boost Employee Performance and Engagement Scores

Engagement and performance aren't enemies — they're two sides of the same coin. Employees do their best work when they're engaged, which comes from clear expectations, self-efficacy, and work environments that are conducive to trust and accountability.

Use this sheet to monitor key metrics and identify which ones might be missing from your regular reporting process. If your company scores low in any area, use page two to get started on quick fixes and meaningful changes to your people strategy.

Engagement	Definition	How to Calculate	Industry Standard
Employee Net Promoter Score	Measures employee satisfaction by asking, "On a scale from 0-10, how likely are you to recommend our organization as a place to work?" Employees are categorized as promoters (9-10), passives (7-8), and detractors (0-6).	(Percent of Promoters – Percent of Detractors)	+50 is excellent, +80 is best in class
Turnover	The percentage of employees that leave your organization during a given time frame.	(Total Departures in a Period ÷ Average Number of Employees in the Same Period) x 100	10%
Attrition	When an employee leaves voluntarily and you opt not to fill their role.	(Role Reductions ÷ Total Number of Employees) x 100	10%, varies by industry
Performance Management	Definition	How to Calculate	Industry Standard
Average Performance Ratings	Measures how well employees are meeting or exceeding expectations, often measured on a scale of 1 to 5.	(Sum of Employee Performance Ratings) ÷ (Total Number of Employees)	Varies by rating system
Career Path Ratio	Measures internal mobility of existing employees.	(Total Promotions) ÷ (Total Transfers + Total Promotions)	0.3-0.6
Top Performer Retention Rate	Your company's ability to retain its highest-performing employees.	(Remaining Headcount of High Performers ÷ Starting Headcount of High Performers) x 100	90%

How to Fix Low Performance and Engagement Scores

Low scores aren't a dead end — they're an opportunity to reset company norms with clear and actionable people programs. Use the solutions below to create a company action plan to meaningfully address new concerns before they become glaring problems.

Engagement Solutions	
eNPS:	• **Uncover deep-seated issues**. Give company-wide talking points to managers to use in one-on-ones to dig into employee concerns about support, isolation, or company mission. • **Foster pride with recognition**. Encourage managers to celebrate employee wins in public channels and all-hands meetings.
Turnover	• **Find out why people are leaving**. Review data from exit surveys and stay interviews to discover problems with specific teams, managers, or company culture. • **Revisit your onboarding process**. How can you make new hires feel more included? Have managers take new hires out to coffee or lunch, or pair new hires with "onboarding buddies."
Attrition	• **Make asking for help a norm**. Ask employees to identify where they need additional support as part of their regular status updates. • **Celebrate individual wins across the company**. These recognition moments will highlight team member accomplishments that may otherwise go unnoticed.
Performance Management Solutions	
Performance Ratings	• **Form monthly manager working groups to share insights**. Connect high-performing managers with new or lower-performing managers to discuss challenges and identify solutions. • **Give employees clarity**. Have them set goals that are specific and measurable. When things aren't going well, managers should be able to provide feedback along the way.
Career Path Ratio	• **Ask every employee to create an individual development plan (IDP)**. Ensure managers actively track their teams' IDPs and that employees update their progress. • **Implement competency frameworks for every job level**. Have managers discuss role expectations with individual employees, both when they start a new role, and periodically as work changes.
Top Performer Retention Rate	• **Offer a learning and development stipend**. Make sure managers actively encourage their reports to use it. • **Promote work-life balance**. Have department heads communicate (and model) a culture where people don't burn out.