**Peer Culture – Using data to improve performance**

**What to know:**

Data can let you know if you’re making progress toward goals. Making a difference at work can be engaging and motivating. Data can also can tell you when your efforts make a difference and how much of a difference. It can tell you about the problem you are trying to solve and where to focus your efforts. It is one of the

**Mythbusters:**

Data collection doesn’t have to take a long time or be expensive. It can be as simple as timing yourself performing a task or counting errors over the last two weeks. These are starting places for improvements.

**Questions to ask:**

* What are the objectives most important to our overall strategy?
* What do we know about how effective we are at achieving our objectives?
* What data do we have that would tell us whether we are meeting those objectives?
* Are there things we can do to increase our performance related to the objective?
* How can we celebrate improvements?

**Best Practices:**

* Start with strategy. Start by working out what your organization is trying to achieve. Work out what your strategic goals are.
* Identify strategic objectives. What are the objectives most important to achieving your overall strategy?
* Identify unanswered questions. Which questions do you need to answer in order to achieve those objectives?
* Find the data that will help answer those questions.
* Identify what data you already have or have access to.
* Collect the data.
* Analyze the data.
* Present the data and collect insights.
* Incorporate the learning into the business.

**What Managers can do:**

Managers can make the data used to track team performance visible and celebrate improvements. Lead the team in checking in to see how it’s going so continuous improvements can be made. Ask open ended, coaching questions about what the data mean to promote learning.

**What employees can do:**

Gathering data can feel tedious and time consuming at first. Engage in the exercise of data gathering in order to

**What leaders can do:**

Leaders can be clear about targets. What levels should the team be shooting for in order to have the necessary impact? When goals are met, celebrate. When they are not, approach it as a learning opportunity and ask coaching questions about why.

**Read:**

* [Using Data To Improve Performance in Nonprofits](https://www.datasciencecentral.com/profiles/blogs/using-data-to-improve-performance-in-nonprofits)
* [How to Use Data to Design a Better Product, Faster.](https://blog.prototypr.io/how-to-use-data-to-build-a-better-product-faster-4fcbfdd14d7e)
* [Freakonomics and Lean Six Sigma](https://www.qimacros.com/lean-six-sigma-articles/freakonomics/)