

A stylized illustration of a woman in a black dress and hat flying over a city skyline. She is holding a black umbrella and a briefcase. The city buildings are represented by simple black outlines. The background is a light green grid pattern.

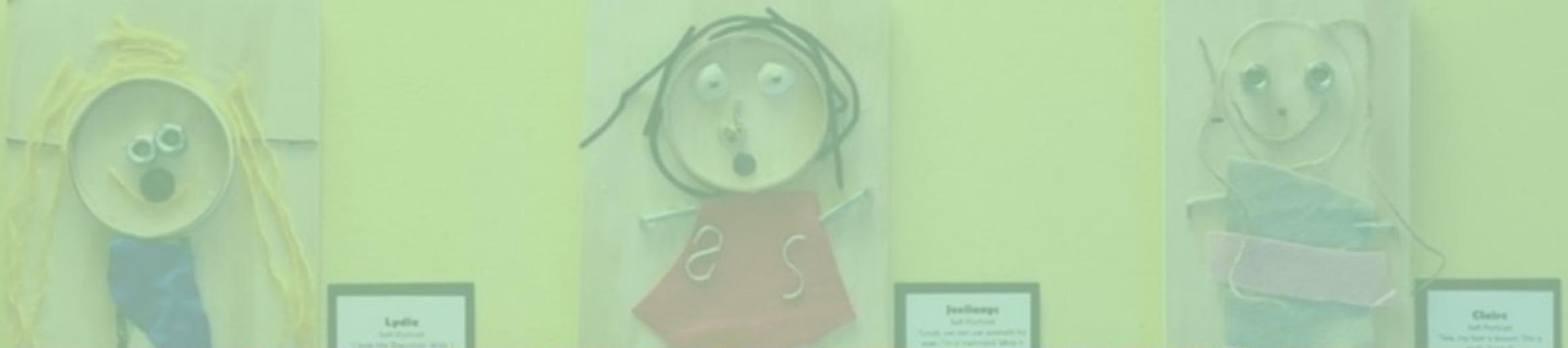
**KPI's 101  
3 Key Metrics  
for Practically  
Perfect  
Performance**



By: Rachel Supalla M. Ed.



KPI handout



HERSTORY



# WHY DO WE NEED TO CHANGE AND HOW?



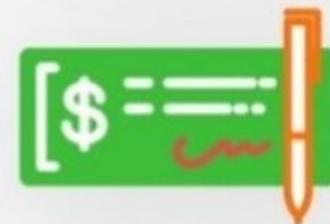
40%

Left their jobs simply because of *burnout*



28%

Left companies *without* another job lined up



37%

Were looking for better *compensation*

# Leadership Accountability



**"INSPECT what you EXPECT-Kris Murray**

# What the Heck is a KPI?!

KPIs stand for Key Performance Indicators. What that means is, what are quantifiable measurements and how can businesses use that data to achieve operational and strategic goals.

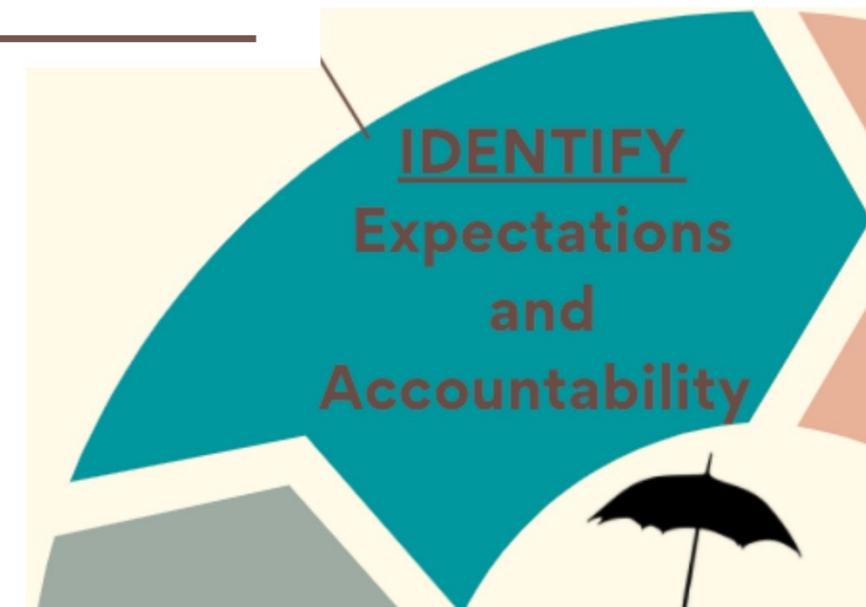




# Benefits of KPI'S



**Identify** what your expectations are based on licensing requirements and company goals



**DEFINE**  
Company  
Core  
Values

Clearly **Define** company core values and determine how employees align with the values

**Assess** whether the KPI's still align with goals. Change and implement strategies, systems **and** process as needed



**DEVELOP**  
Processes  
and

**Develop** processes and systems based on your expectations to measure performance

**Bonus** employees based on scores.

**EVALUATE**  
Assessments  
**and** Data

**Evaluate** using the score cards and data to determine employee and company performance



**Adding that extra "cough"  
when I call out of work like.**



**What is your  
BIGGEST PAIN  
POINT?**



*CREATED BY RACHEL SUPALLA M.ED. 2021*

# Sail Boat Activity

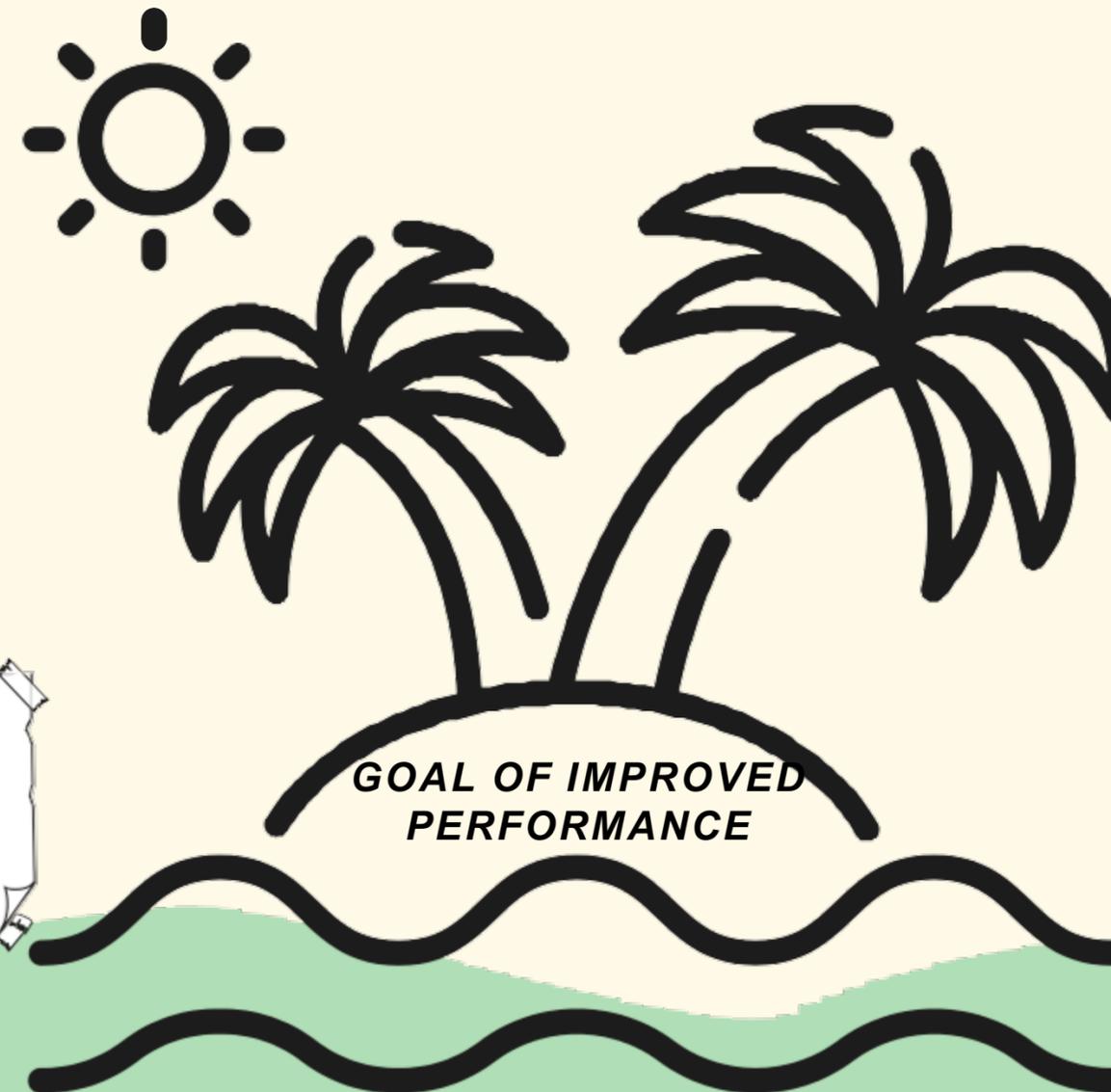
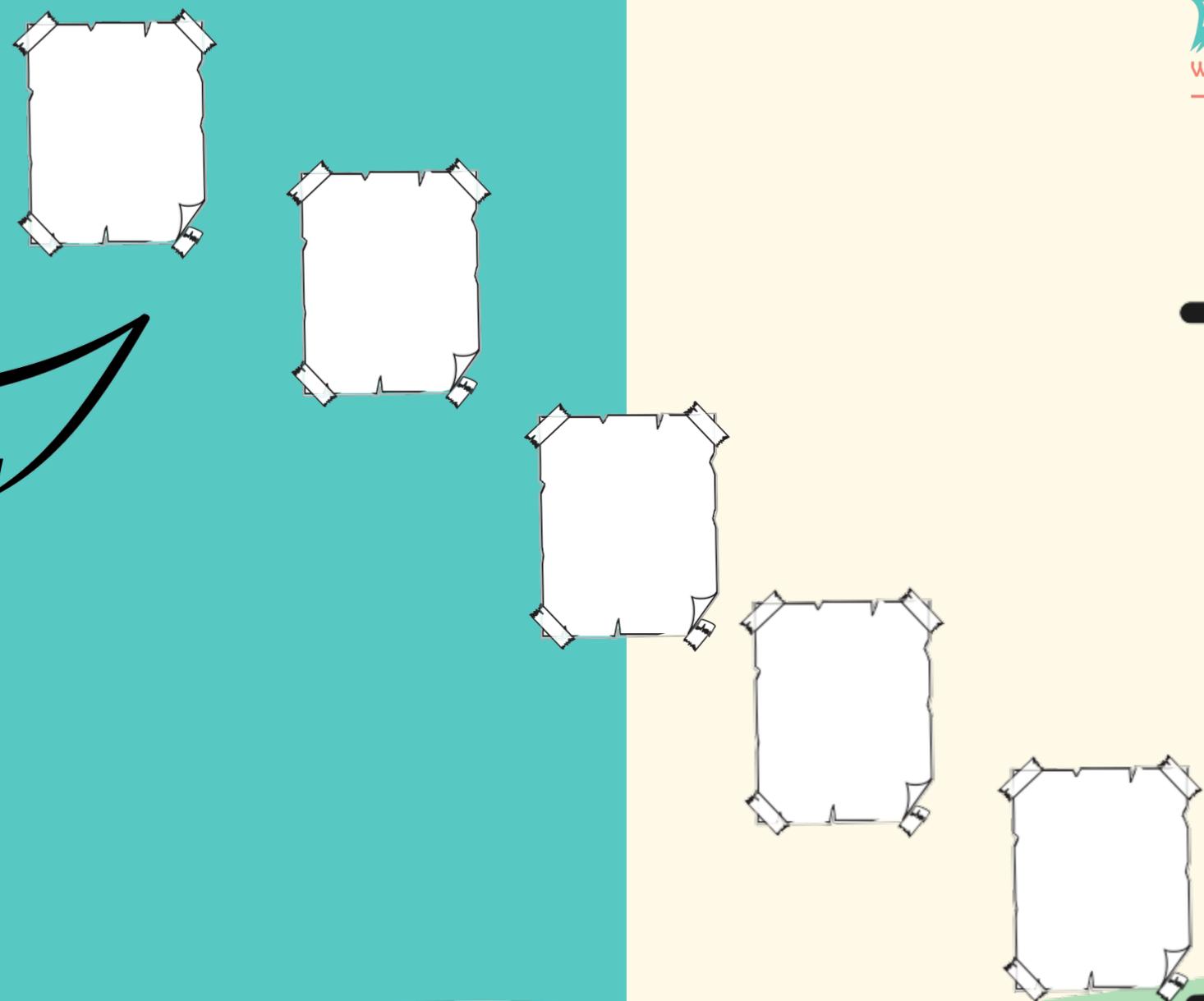
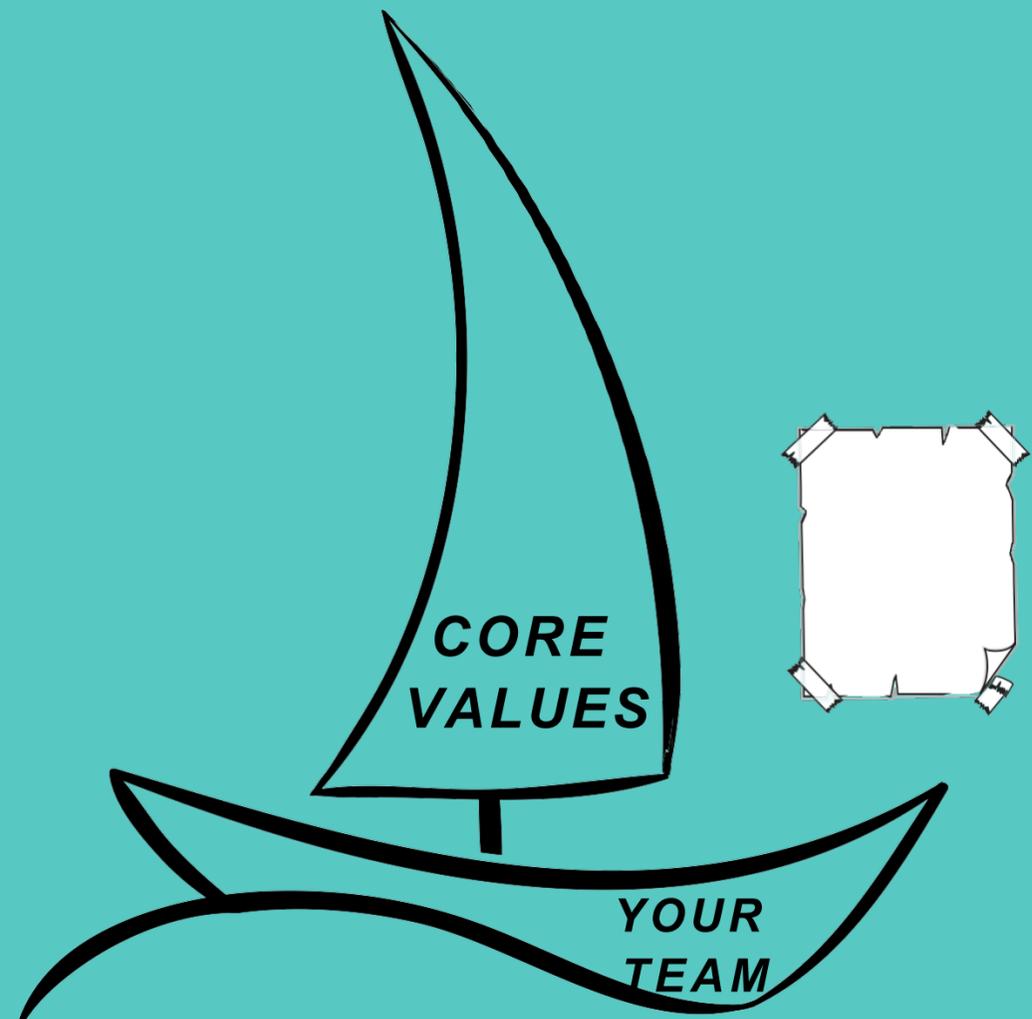


**GOALS**

**DRIVERS**

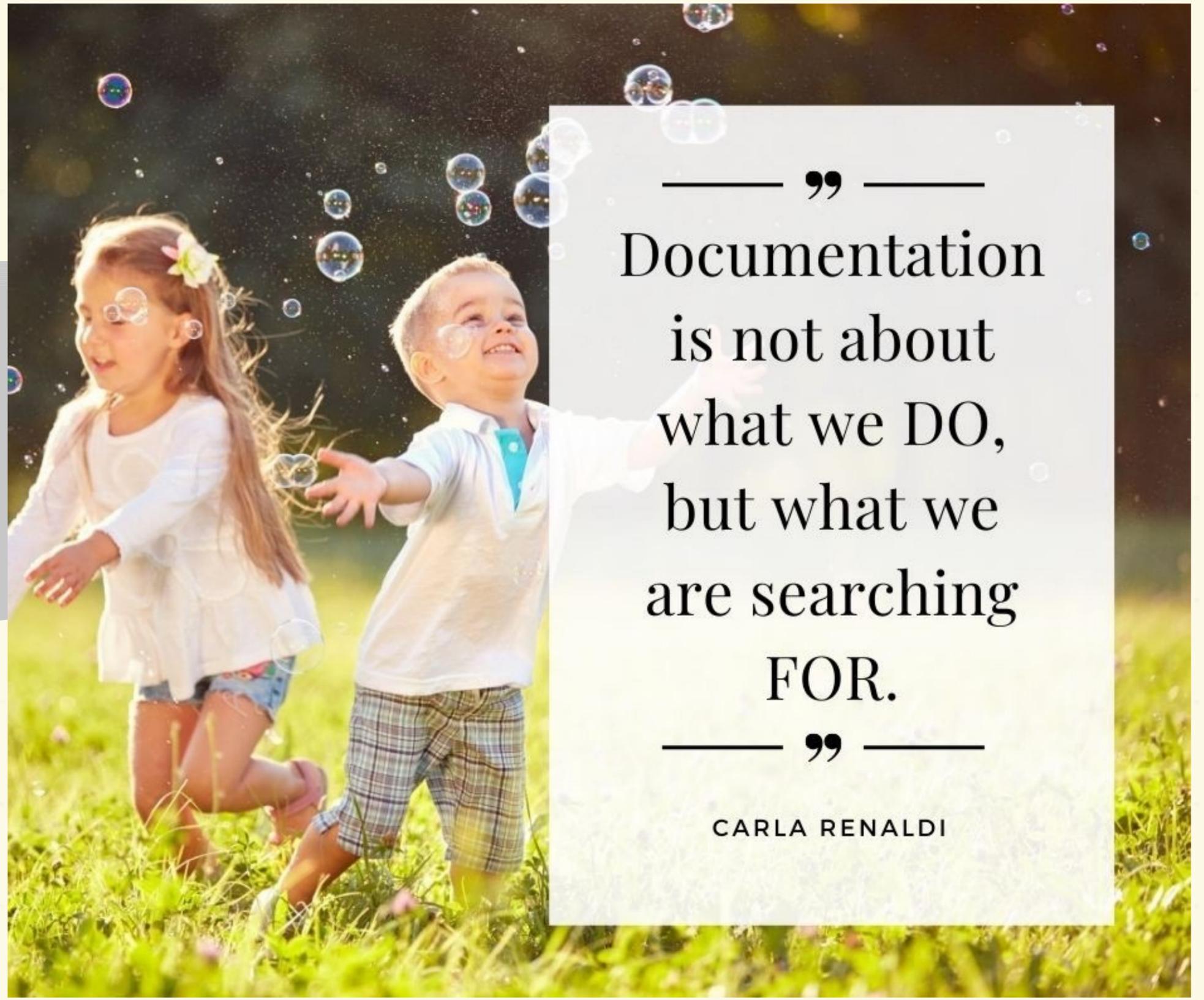
**BARRIERS**

# Sail Boat Activity





# Visualize and Document Your Perfect Day



— ” —  
Documentation  
is not about  
what we DO,  
but what we  
are searching  
FOR.

— ” —  
CARLA RENALDI



# Professionalism

**GOALS & DREAMS**

**ATTENDANCE**

**CHARACTER**

EVERYTHING IS  
*possible*  
EVEN THE  
*impossible*



# Planning



**TRAINING**

**DOCUMENTATION**

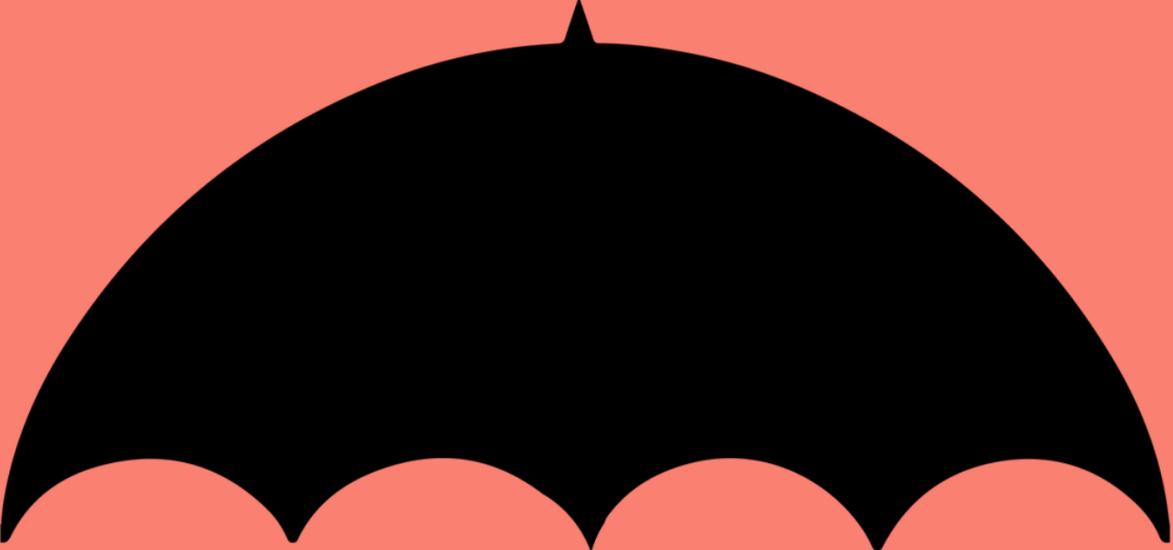
**ENVIRONMENTS**

# Processes

ASSESSMENTS

INTERACTIONS

HEALTH & SAFETY



**There's  
nowhere  
to go but  
UP**





**Everything in  
your business  
should rely on  
a SYSTEM not  
a PERSON**”



— RACHEL SUPALLA

# Roles and Responsibilities and KPI's



**ASSISTANT  
TEACHER**

## ROLES AND RESPONSIBILITIES (EXPECTATIONS)

- Daily Cleaning

## KPI'S (MEASURABLES)

- Attendance



**LEAD  
TEACHER**

## ROLES AND RESPONSIBILITIES (EXPECTATIONS)

- Lesson Plans

## KPI'S (MEASURABLES)

- Observation Completion %



**ASSIST  
DIRECTOR**

## ROLES AND RESPONSIBILITIES (EXPECTATIONS)

- Compliance

## KPI'S (MEASURABLES)

- 1:1 Completion %



**DIRECTOR**

## ROLES AND RESPONSIBILITIES (EXPECTATIONS)

- Management

## KPI'S (MEASURABLES)

- FTE %

"HIRE FOR  
CHARACTER, TRAIN  
FOR SKILL. YOU CAN  
ALWAYS TEACH A NEW  
SKILL, YOU CAN'T FIX  
BROKEN CHARACTER"

*Rachel Supalla*



# Non- Negotiables

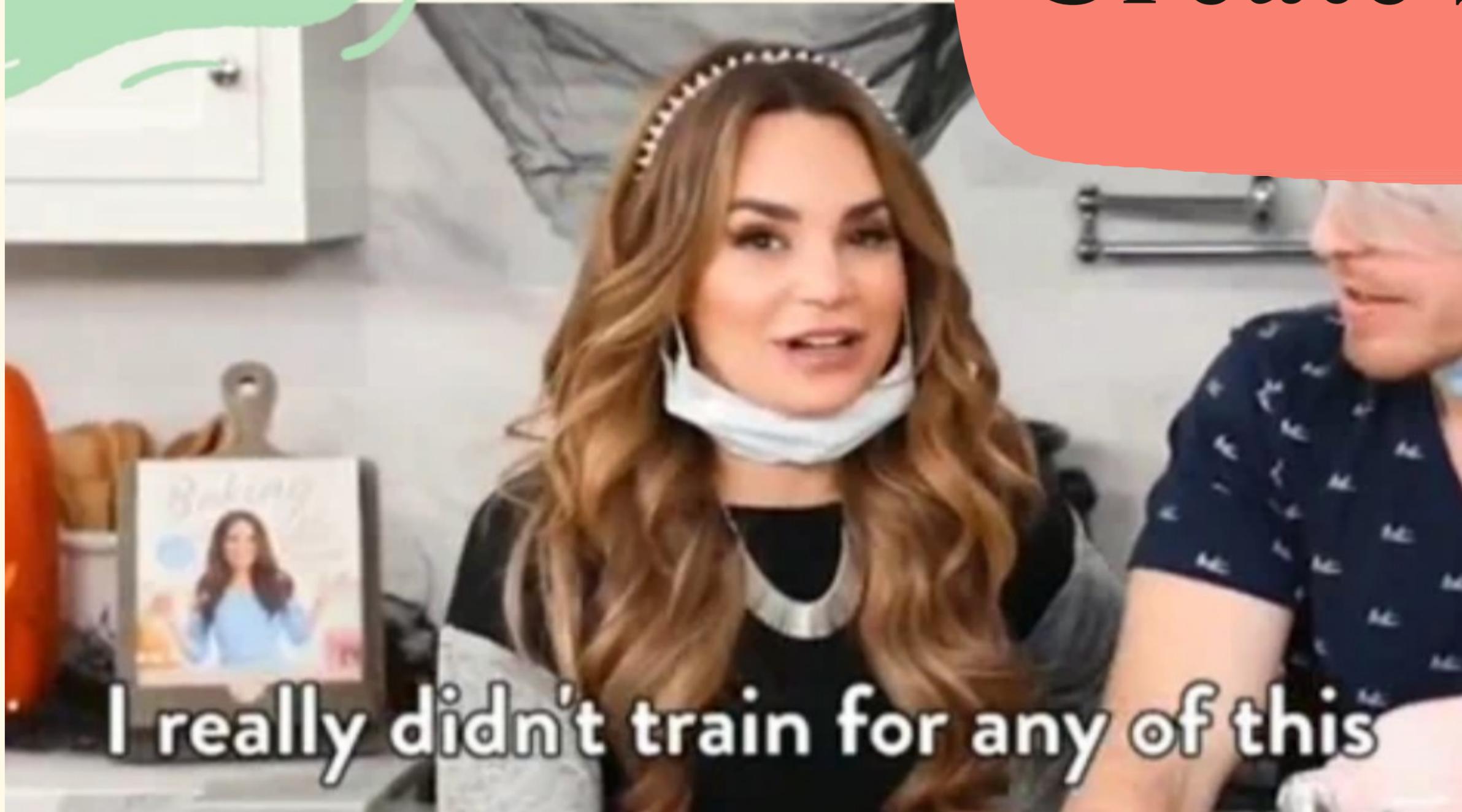


# Non-Negotiables

EXPECTATIONS	Score 1-5	Non-Negotiable negative score up to -10
Goals and Dreams		
Attendance		
Character/ Core Values		
Professional Development		
Documentation		
Environments		
Interactions		
Health and Safety		

x

# Create Scores



## DOCUMENTATION

Q1. Do you have visual documentation of learning in your classroom?	Yes	5	5
---	-----	---	---

Page 1 of 10

Q2. Did you observe the other teachers documentation panels and give them feedback if they don't have them?	No	-5	5
---	----	----	---

Q3. Are your observations complete with at least 2 observations per week per child in two domains that are skill related and in different areas? These are not general observations these are specific to the skill at hand.	Yes	5	5
---	-----	---	---

Q4. Have you checked your direct reports observations are up to date?	Some	2	5
---	------	---	---

**7**      **20**

## PLANNING

Q1. Did you follow up with any parent concerns with daily sheets not being filled out properly?	N/A	5	5
---	-----	---	---

Q2. Does your lesson plan have 2 new songs to teach that are theme related, weekly art,	Yes	5	5
---	-----	---	---

# Lead Teacher Examples

Q4. Did you have planned outdoor classroom activities for morning and afternoon?	No	0	5
--	----	---	---

Comment: Some of it has

Q5. Did you choose a project to start your investigations on?	Yes	5	5
---	-----	---	---

Q6. What is your new project and how will you begin your investigations? (for example an investigation on gardens, water, balls etc. something that the children are interested in.)  
Plants watching roots.

Q7. Were you prepared for class before class started? Did you have art supplies, paper supplies etc.? Be Proactive!	All	5	5
---	-----	---	---

Q8. Did you schedule a field trip or special guest once a month? Did you attend any community events that were available?	No	0	5
---	----	---	---

Q9. Did you meet with the Director and ask for any tasks you could help with?	Yes	5	5
---	-----	---	---

Q10. Did you complete the tasks assigned by the Director and show evidence of completion?	All	5	5
---	-----	---	---

Comment: Need to give you more of a detailed list for outside. More guidance.

## ENROLMENT

Q1. Leads w/o Task Due	No	5	5
Q2. Asana Task Past Due	No	5	5
Q3. All Leads Contacted	Yes	5	5
Q4. Tours Scheduled	All	12	12
Q5. Tours Completed	All	12	12
Q6. Registered	All	12	12
Q7. Enrolled	All	12	12

## Q8. Enrolment

	Leads	Tours Scheduled	Tours Completed	Registered	Enrolled	Variance of Leads to Enrolled
Record Count	27	20	20	5	5	22

Q9. Is your FTE at 95%	Yes	5	5
Q10. What is your current FTE %?			
Q11. Family Turnover - less than 1 family	All	12	12
Q12. How many families turned over?	0		
Q13. All new Family paperwork is up to date?	Yes	5	5

## PROCEDURES

Q1. Daily Gratitude/ 4 corners completed 4 days a week? (attach every bi weekly)	Some	4	10
Q2. 80% of your staff are meeting their Procure expectations.	No	0	5
Q3. Completed Fire Drill and Emergency Drill	No	0	5
Q4. Did you embody the Core Value of Safety?	All	10	10
Q5. Did you embody the Core Value of Mindfulness ?	All	10	10
Q6. Did you embody the Core Value of Kindness?	All	10	10
Q7. Did you embody the Core Value of Discovery?	All	10	10
Q8. Did you embody the Core Value of Innovation?	All	10	10
Q9. Did you embody the Core Value of Play?	All	10	10
Q10. Did you embody the Core Value of Nurturing and Loving Relationships?	All	10	10
Q11. Did you have zero deficiencies on your licensing visit?	N/A	5	5
Q12. Are you observing your direct reports using conscious discipline?	Some	4	10
Q13. Are you shutting down energy vampires who are gossiping or creating an unhealthy work environment? Are you mindful of not being an energy vampire?	All	10	10

# Director Examples

CREATED BY RACHEL SUPALLA 2021

[WWW.DISCOVERYKIDZONE.COM](http://WWW.DISCOVERYKIDZONE.COM)



01

### TIER 1

Average score of 91%-100% receives a quarterly bonus of \$2.00 more an hour

02

### TIER 2

Average score of 81%-90% receives a quarterly bonus of \$1.25 more an hour

03

### TIER 3

Average score of 75%-80% receives a quarterly bonus of \$.75 more an hour

# KPI's equal Growth



# RACHEL SUPALLA

## EARLY CHILDHOOD COACH

**EMPOWERED LEADERS~MAGICAL FUTURES**



*Freebie Scan Here*

[RACHEL@DISCOVERYKIDZONE.COM](mailto:RACHEL@DISCOVERYKIDZONE.COM)

[WWW.DISCOVERYKIDZONE.COM](http://WWW.DISCOVERYKIDZONE.COM)

