



# The C<sup>2</sup>Perform Index

Trends And Analysis - Q2 2023

We analyzed more than five million transactions from our platform to compile this quarter's C<sup>2</sup>Perform Index (C<sup>2</sup>PI), which provides insights and trends in key areas of performance improvement and employee engagement. Here are the top three findings for Q2 2023:

1

Clients **increased learning and development at a rapid clip in Q2 2023** compared to the previous quarter. Assigned Courses and course completions posted their **largest quarter over quarter increases since 2020**. Multiple clients reported that investment in eLearning tools and content during the pandemic have now been widely adopted as a primary learning method. We expect this trend to continue.

2

Average **quality scores** saw an increase in the most recent quarter, which is a logical outcome from the increase in training. This reverses a trend where scores were flat or slightly lower over the previous two quarters.

3

In addition to the spike in course consumption, we saw **significant quarterly growth** in the amount of content created in our **Knowledge Management System** and page views. This also **correlates to improved quality** scores, particularly the use of the **Assigned Reading** feature to address specific performance opportunities.



## Communications Hub

Posts, likes and comments in our Chatter Feed feature increased **4%** during the quarter, continuing a pattern of steady growth in usage.



## Learning

Course completions increased almost **50%** over the previous quarter, while Courses Assigned rose **21%**.



## Coaching

Coaching activity continues to post consistent growth, with coaching sessions increasing **4%** over the prior quarter, in line with growth in the previous three quarters.



## Quality Assurance

Average quality evaluation scores increased nearly **6%** in Q2 as compared to Q1. As noted above, we believe this is attributable to increases in LMS and KMS usage and consistent coaching.



## Knowledge Base

Articles created in the KMS increased **85%** compared to Q1 and Reading Assignments rose **42%**. The article creation metric is the highest for any quarter on record.



## Engagement

Use of gamification tools were up **4%** quarter over quarter as were the number of social posts inside the platform.

We work with 100+ brands in 30 countries to improve performance and build stronger teams. If you'd like to know more about C<sup>2</sup>Perform or the C<sup>2</sup>PI, [click here](#).