



The C²Perform Index

Trends And Analysis - Q2 2022

We analyzed more than 4.1 million data points to compile this quarter's C2Perform Index (C2PI), which provides insights and trends in key areas of performance improvement and employee engagement. Here are the top three findings for Q2 2022:

1

Coaching activity in Q2 2022 continued the significant growth trend that started in Q1, posting big increases year-over-year and quarter-over-quarter. This is consistent with an industrywide emphasis on coaching and employee development.

2

Overall **Learning Activity** continues to increase at a very healthy clip, both on an annual and quarter-over-quarter basis. The investment that many companies made in learning content (eLearning, Instructor-led, hybrid) that we saw last year is playing out in the form of higher levels of class assignments and completions using content that was created within the last 12 months. Creation of **knowledge base articles**, which often parallel learning activity, also showed a large growth compared to Q1 of 2021.

3

Usage of **Employee Engagement tools** posted solid growth again on an annual basis and is gaining momentum across our client base.



Communications Hub

Usage of messaging tools increased **4x** over the same period last year.



Learning

Assigned and completed courses were up almost **200%** over Q1 2021.



Coaching

Coaching activity was up **133%** annually and **57%** quarter over quarter.



Quality Assurance

The number of evaluations performed have grown for six straight quarters, with Q2 up **3%** over Q1 2022.



Knowledge Base

Articles created increased **37%** over the same period a year ago, while page favorites were up **94%** (key KB engagement indicator).



Engagement

Total employee engagement activities saw a **21%** increase year-over-year and a **4%** increase over the previous quarter.

Thank you for your reading this edition of C²PI and for your interest in C²Perform.
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