

Workplace Emotional & Mental Wellbeing Metric Examples

Adapted from: Good Job Institute & McLean & Co.

01 Number of sick days used.

02 Number of short-term disability claims.

03 Increase/decrease in short-term disability claims.

04 Cost of short-term disability claims.

05 Percentage of short-term disability claims which turned into long-term disability claims.

06 Number of long-term disability claims.

07 Cost of long-term disability claims.

08 Increase/decrease in long-term disability claims.

09 Increase/decrease in stress leave claims.

10 Increase/decrease in cost of medical benefits (excluding prescriptions) per employee.

11 Increase/decrease in cost of prescription benefits per employee.

12 Increase/decrease in voluntary turnover.

13 Voluntary turnover rates versus industry benchmark.

14 Top 3 reasons for leaving cited in exit interviews.

15 Participation rates in mandatory employee wellbeing-related training.

16 Rate of successful completion of mandatory employee wellbeing-related training.

17 Participation rates in optional employee wellbeing-related training.

18 Rate of successful completion of optional employee wellbeing-related training.

19 Rate of sign-off on employee wellbeing-related policies.

20 Increase/decrease in employee engagement rates.

21 Increase/decrease in workplace harassment claims.

22 Increase/decrease in workplace bullying claims.

23 Increase/decrease in incidents of violence in the workplace.

24 Increase/decrease in incidents of violence in the workplace leading to employee relations cases.

25 Same-store sales growth.

26 Average ticket size.

27 Customer acquisition/conversion rate.

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Metric examples - continued

28 Customer retention/engagement/loyalty.

29 Cost of turnover (by frontline employee and overall per year).

30 Cost of overtime (by frontline employee and overall per year).

31 Shrink/waste (% and overall cost).

32 Legal/compliance costs.

33 Cost savings from frontline employee ideas/new efficient practices discovered and implemented.

34 Productivity of your most important resources (e.g., space, people, inventory/materials, data, etc.).

35 % of frontline employees making a living annual wage.

36 Is paid sick leave available to all frontline employees? How many days?

37 A) % eligible for insurance; B) % uptake on health insurance (if possible, disaggregated by race, gender).

38 Annual cost to frontline employees for health insurance (monthly premiums + deductible).

39 Do frontline employees and HQ employees have the same health plans and qualification timeframes/hours? What are they?

40 % uptake on retirement benefits for frontline employees.

41 Average amount saved in 401K or retirement plan/savings distribution (<2K, <5K, <10K, 10-20K, etc.).

42 % of full-time frontline employees on federal assistance.

43 % of temporary and/or contract frontline workers.

44 # of weeks notice for schedules.

45 Deviation between actual and planned hours/employee/week.

46 *Hours distribution (% of employees working xx hours per week: <10, 10-20, 20-30 hours, etc.).

47 % full-time frontline employees.

48 Min. guaranteed hours for part-timers.

49 PTO availability (% of time-off requests approved).

50 Frontline employee turnover.

51 First-year or 90-day turnover %.

52 Turnover % of frontline employees >1 year tenure.

53 Frontline manager turnover.

54 Absenteeism/callouts.