

What Your KPIs *Aren't* Telling You About Team Performance



Your teams aren't inconsistent—your system is.

If you're a **sales or operations leader** looking at a wall of underperforming KPIs, it's tempting to jump to one conclusion:

"We need better people."

But what if the issue isn't the people?

What if it's the system they're working in?

The Truth About “Inconsistent” Teams

Let’s say one team is crushing it—and another is struggling to hit their numbers.

Same training.

Same tools.

Same expectations.

So why the disparity?

What your KPIs won’t show—but your gut already knows—is this:

- Some frontline managers coach. Others just report.
- Some teams have real-time clarity. Others are stuck guessing.
- Some get a follow-up after training. Others get silence.

And over time, these gaps create the appearance of “inconsistent teams,” when in reality, the infrastructure of performance support is uneven.

It's Not Your Fault

But It Is Your Opportunity

You're being asked to do more than is reasonable, especially when:

- Managers are stretched too thin to coach effectively
- New hires leave before ever taking a call
- Post-training support is sporadic or nonexistent
- You're held accountable for outcomes, but not resourced to deliver them

You're not alone—and you're not the problem. But you can be the one with the solution.

What High-Performing Teams Do Differently

The best-performing teams aren't just staffed better. They're supported better.

- They have structured a follow-up after training
- Managers know how to coach from data, not just report it
- Processes are aligned across training, ops, and leadership
- Expectations are clear—at every level

When those things are in place, KPIs start moving.

And you don't have to micromanage your way there.

What Can You Do?

If you're feeling the pressure from both your client and your C-suite, and tired of throwing fixes at symptoms, pause and look at the system.

Ask yourself:

- Where are my top-performing teams getting more clarity or support?
- Where do managers need better tools, not more responsibilities?
- Where is post-training support missing entirely?

Because solving those gaps is where real performance lives.

What have you seen make the biggest difference in turning KPIs around—people or systems?

If you're ready to dig deeper and uncover what's holding your team back, I'd love to talk.

Let's identify what's really happening behind those metrics—and fix it together.