

Measuring Results From Training Workshop

Course Duration 1 Day

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on.

Our Measuring Results From Training course, your participants will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings. Once the training has been evaluated the next step is to modify and updated the curriculum to create a content that is better suited for the participants.

Course Objectives

At the end of the course participants will be able to:

- Understand Kolb's learning styles and learning cycle
- Understand Kirkpatrick's levels of evaluation
- Be familiar with many types of evaluation tools, including goal setting, tests, reactionary sheets, interviews, observations, hip-pocket assessments, skill assessments, and learning journals
- Understand when to use each type of evaluation tool
- Be able to perform a needs assessment
- Know how to write learning objectives and link them to evaluation
- Be able to write an evaluation plan to evaluate learning at each stage of the training and far beyond
- Know how to identify the costs, benefits, and return on investment of training
- Be familiar with the parts of a business case

Course Outline

Kolb's Learning Styles

The Four-Stage Process
Accommodations
Divergers
Convergers
Assimilators

Kirkpatrick's Levels of Evaluation

Overview
Level One: Reactions
Level Two: Learning
Level Three: Behaviour
Level Four: Results

Types of Measurement Tools

Goal Setting
Self-Evaluations
Peer Evaluations
Supervisor Evaluations
High-Level Evaluations

Focusing the Training

Performing a Needs Assessment

Creating Learning Objectives
Drilling Down Into Content

Creating an Evaluation Plan

What Will We Evaluate?
When Will the Evaluation be Completed?
How Will We Evaluate It?
Who Will Perform the Evaluation?

Assessing Learning before Training

Workplace Observation
Objectives Assessment
Pre-Assignments and Pre-Tests

Assessing Learning during Training

Reviewing Learning Objectives
Performing Hip-Pocket Assessments
Quizzes and Tests
Skill Assessments

Assessing Learning after Training

Evaluation Timelines
Learning Journal
Goal Setting
Additional Methods of Evaluation

The Long Term View

Creating a Long Term Evaluation Plan
Methods of Evaluation
Documenting Lessons Learned

Calculating the Return on Investment (ROI)

A Basic ROI Formula
Identifying and Measuring Tangible Benefits
Identifying and Measuring Intangible Benefits
Calculating Total Costs
Making a Business Case