



Measuring Results from Training Course Outline

Foreword:

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. In this course, we will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings.

Course Length

1-day

Learning Outcomes

By the end of this course, participants should 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

Measuring Results from Training Course -
Lesson 1

Getting Started

- Icebreaker: Find the Leader
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- Action Plans and Evaluations

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Lesson 2

Kolb's Learning Styles

- The Four-Stage Process
- Accommodators
- Divergers
- Convergers
- Assimilators

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Lesson 3

Kirkpatrick's Levels of Evaluation

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

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Lesson 4

Types of Measurement Tools

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



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Focusing the Training

- Performing a Needs Assessment
- Creating Learning Objectives
- Drilling Down Into Content

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Lesson 6

Creating an Evaluation Plan

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

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Assessing Learning before Training

- Workplace Observation
- Objectives Assessment
- Pre-Assignments and Pre-Tests

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Assessing Learning during Training

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

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Assessing Learning after Training

- Evaluation Timelines
- Learning Journal
- Goal Setting
- Additional Methods of Evaluation

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Lesson 10

The Long Term View

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

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Lesson 11

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

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Lesson 12

Wrapping Up

- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

Measuring Results from Workshop is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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