

Q.3Set. (A) Frame 10 business questions that you would like to explore using the data on the following list of variables. The given list of variables is related to training effectiveness analysis [20]

| Sub Factor | Question |
|---|--|
| Motivation/ personal capacity to transfer | When I leave training, I can't wait to get back to work to try what I learned |
| | I believe that I am empowered to make the desired changes in the work environment, that are under my control |
| | There is too much happening at work right now for me to use this training |
| | My workload allows me time to try the new things I have learned |
| Sub Factor | Question |
| Participant personality profiling | I am sure I can overcome obstacles on the job that hinder my use of new skills or knowledge |
| | I believe that other people at workplace play a big role in determining whether my condition improves, stays the same, or gets worse |
| | The type of help I receive from other people at workplace determines how soon my condition improves |
| | My job performance improves when I use new things that I have learned |
| Sub Factor | Question |
| Manager Support | My line manager meets with me regularly to work on problems I may be having trying to use my training |
| | My line manager thinks I am being less effective when I use the techniques taught in this training |
| | My line manager sets goals for me which encourage me to apply my training on the job |
| | My line manager is not sufficiently inspiring me by role-modelling (walking the talk) the new behaviors |
| Sub Factor | Question |
| Processes/ systems | My workplace empowers me to make the desired changes in the work environment, that are under my control |
| | My current work processes/ systems allow me to use the skills I acquired in the training |
| Sub Factor | Question |
| Implementation of Learning | I listen to my customers (both internal and external) more actively to understand their requirements |
| | I demonstrate 'can-do' attitude towards my customers (both internal and external) |
| | I take proactive approach in gathering the information to meet the deliverables |
| | I take ownership and act in a more responsible manner to ensure that the solution is delivered as per the agreed timelines to the end customer |
| | I respond to my customers' queries promptly |
| | I always put myself in customers' shoes to understand their needs |

