



## Training Evaluation Levels and Assessment

Website: [www.btsconsultant.com](http://www.btsconsultant.com)

Email: [info@btsconsultant.com](mailto:info@btsconsultant.com)

Telephone: 00971-2-6452630

# Training Evaluation Levels and Assessment

## Introduction:

The topic of training and evaluation has been, and still is one of the most controversial areas in organizational efficiency. Training costs so much it is not acceptable to say its results cannot be guaranteed in advance and measured. This seminar will show why the big three existing evaluation models don't work and more importantly will show delegates the new evaluation model and all the tools needed for measurement. Using evaluation methodologies will radically improve the efficiency of your training.

## Who Should Attend?

Budget holders for training, HR Managers, Training Managers, training coordinators and any line manager who what's to see results from training? In addition anyone in the organization who wishes to see how the effectiveness of training can be measured.

## Personal Impact:

- You will find out that all training can be measured
- You will attain a skill that very few people currently possess
- You will be able to use the latest techniques and models that are proven
- You will be able to produce hard data on training effectiveness and individual application

## Organizational Benefit:

The real cost of training is very high – in to Module's business world every organizational activity should be measured and its contribution to the business made obvious – evaluation provides the tool for training

- Organizations using these techniques invariable get more for their training spend
- It provides an efficiency audit trail
- It can provide a basis for how training is funded; punished or rewarded for its results.
- It gives managers predictability in times of organizational change.
- It provides a clear focus for training effort
- Can you afford not to do this?

## Training Methodology:

Our Seminar leader is an acknowledged world expert in this area, the author of two books on this specialized subject. Case studies, video, group exercise, worked examples will all be used in a relaxed and enjoyable learning environment. The practical nature of the seminar will enable engaged participants to prove the evaluation and added value of attending this seminar. Delegates will each prepare a presentation on evaluation during the seminar for the dissemination of information upon return to the work place. The presentations will be reviewed by the seminar director.

## Competencies Emphasized:

- Forward planning
- Analytical skills
- Performance predictability

- Financial awareness
- Presentation of statistical information

## Course Objectives:

**At the end of this seminar delegates will be able to:**

- Know the limitations of three of the existing models of evaluation and master the use of the 10 step method
- Be able to explain the difference between validation and evaluation and the need for the latter
- Be able to demonstrate the cost of not evaluating training activities
- Produce added value tables which will show which training adds value and which does not
- Use the tools of measurement to measure training effectiveness in the class room and in the work place.
- Segment training into priority categories for evaluation
- Practice and be able to use evaluation methods including the costs

## Seminar Outline:

### **Day 1**

#### **Understanding the Difference between Evaluation and Validation**

- Seminar introductions and objectives
- Understanding Evaluation and the significant difference over validation and the difference between ROI and added value— group exercise
- Current models explained, Kirkpatrick, CIRO and IES
- Understanding the process of evaluation and its position in the training cycle –case study
- Review of Module one

## **Day 2**

### **Using the 10 step process to evaluate training**

- How to use the 10 step process to produce training evaluation
- Methods of measuring training – practical demonstrations to cover Skills, Knowledge, Supervisory and management
- How to cost out training, getting to grip with unit costs and deciding what parameters should be used for measurement.
- Practical exercise on a case study – putting theory into practice
- Module two review

## **Day 3**

### **Practical examples of the evaluation of training**

- Case Study One – computer keyboard skills – group exercise and presentation
- Case Study Two – Telephone skills training – group exercise and presentation
- Case Study Three – creating self-empowered teams and organizational change – group exercise and presentation
- Review of progress to date and group quiz

## **Day 4**

### **Applying a process approach to evaluation**

- What would improve training effectiveness, pedagogical pedagogical methods – training duration – incentives and the role and positioning of testing
- Management accountability for training implementation –competencies and the impact of evaluation
- Accountability of training department to guarantee and produce results

- Should all training be subjected to evaluation?
- Work on back at work presentations

## **Day 5**

### **Applying evaluation back in the work place**

- Group quiz
- Dealing with variance and uncertainty during evaluation
- What to do with poor performers
- Presentations of back at work plans
- End of seminar certification and validation