

Strategy #2

Leverage the Post-Training Evaluation Data

(Presented By A. Abu Salim)

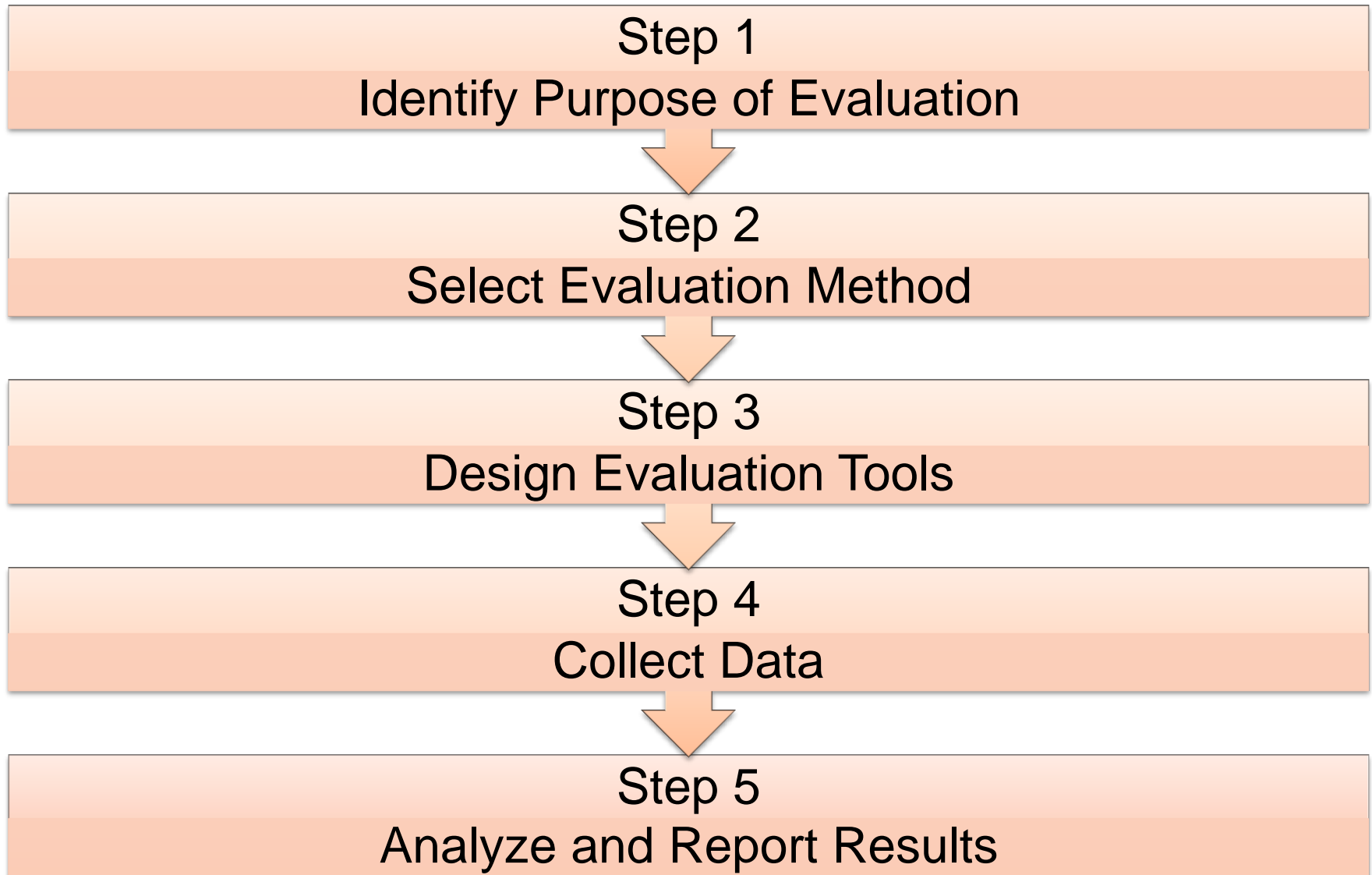
- Overview of Training Evaluation
- Findings
- Obstacles to Conducting Evaluation
- Challenges
- Our Task
- Proposed Level 3 Evaluation Approach

Defined As:

- Systematic analysis of training to determine whether it has met its business objectives in an effective and efficient way

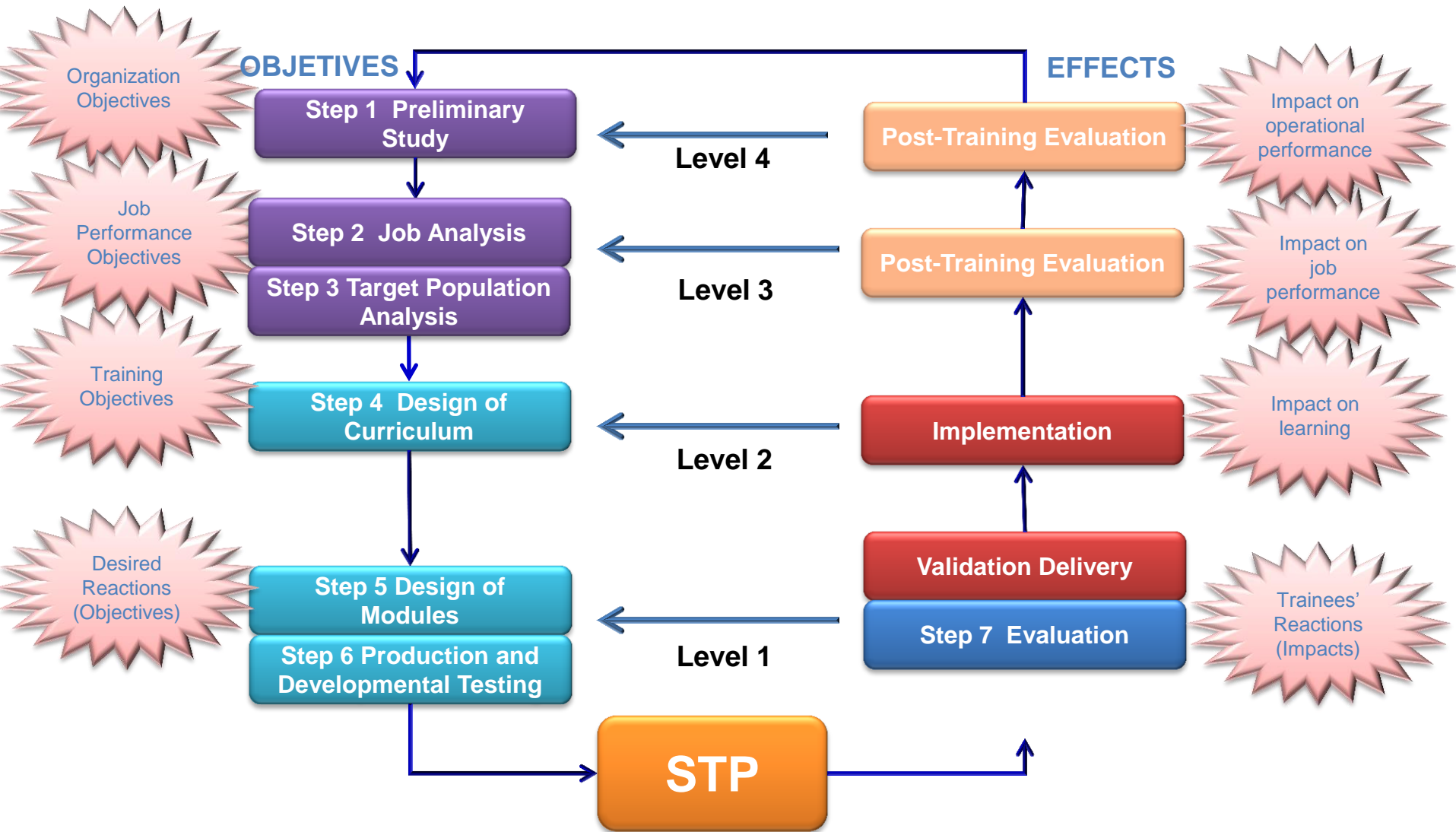
Desirably:

- Valid
- Reliable
- Accurate
- Practical
- Relevant



- Evaluate effectiveness of the training
- Diagnose any failures in meeting the performance objectives
- Revise the training material as required

Training Evaluation Cycle Relationship



Used to collect data

Questionnaires

Interviews

Tests

Focus Groups

Observations

Performance Records



Who?



When?



How?

Analysis

- As simple as possible
- Allows required conclusions

Reporting

- Who needs to know what?
- Format?

- Provides feedback to facilitate quality control (improve training program)
- Improves cost effectiveness
- Improves efficiency
- Ensures that training supports the stakeholders' needs (value of training to the organization)

Organizations measured the following:

90% of companies surveyed measured trainee reactions

80% measured student learning

50% measured on-the-job behavior

40% reported measuring results **(the most important)**

- Lack of time;
- Lack of support;
- Not having the right skills or tools;
- Not planning ahead;
- The inability to link training to business objectives.

- Consistent data collection;
- Proper analysis;
- Accurate interpretation;
- Effective reporting using data to make decisions and sustain excellence;
- Overcoming the challenges will ensure **VALIDITY & RELIABILITY** of Training Evaluation.

- Based on work from Tactic #2:
 1. Identify data collection methods over 1 year post-training
 2. Identify possible decisions based on results for level 3 (eg, are trainees performing consistently on the job post-training? What do the result say about future training needs?)

Instructions: 20min

Select a spokesperson to present

- a. Discuss the challenges and the Strategy;
- b. Decide on solutions and best practices to execute the Strategy;
- c. Present your solution

Line Manager / Supervisor Measures Ex-Trainee's Capability to Perform on the Job

Formally by Testing

Informally by Observation

Necessary Conditions for Change to Take Place:

Individual must have desire to change

Individual must have required knowledge
and skill

Suitable work environment is provided

Individual must be rewarded for
changing

Proposed Evaluation Form

Training Effectiveness Level 3 Evaluation (To be filled by supervisor)

Course Title:

Training Dates: From: To: Training Duration in Hours :

Name of Staff Member: Name of Evaluator:

Please rate the following parameters of the listed trainee (within 3 months of completing their training) Using an effectiveness rating scale as explained below

Parameters	Rating	Remarks
Knowledge Improvement		
Skill Improvement		
Timely Delivery & Speed of Job Related tasks		
Decrease in job related issues		
Improvement in meeting KPI's		
Total Rating		

Comments or suggestions to improve the training provided (If Any)

RATING	CRITERIA
4	Understands the subject completely and utilizing the knowledge/skill with full confidence at work place
3	Understands the subject fairly and utilizing the knowledge/skill with confidence. Needs further guidance on subject rarely
2	Subject understanding is satisfactory. Utilizing knowledge/skill but requires support and guidance occasionally
1	A little understanding on the subject. Very less implementation of knowledge/skill gained through the training
0	The gain in understanding the subject is observed as 'not at all'

Thank You