

Human Resources

Measuring Results From Training Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Kolb's Learning Styles

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

Module Three: Kirkpatrick's Levels of Evaluation

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

Module Four: Types of Measurement Tools

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

Module Five: Focusing the Training

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

Module Six: Creating an Evaluation Plan

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

Module Seven: Assessing Learning before Training

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

Module Eight: Assessing Learning during Training

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

Module Nine: Assessing Learning after Training

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

Module Ten: The Long Term View

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



Module Eleven: 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

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations