

## **MEASURING AND EVALUATING TRAINING EFFECTIVENESS AT THE WORKPLACE**

### **Key focus**

1. Understand the importance of evaluation in training
2. How to develop the four levels of evaluation
3. Use the evaluation tools
4. Measure training effectiveness at various levels

### **Who will benefit**

This program is for HODs, Officers, Supervisors, Team Leaders, Executives and other staff in the Human Resources Division / Department. HR Managers and Training Managers will benefit from this program too.

**Take The Next Step**

## Day one

### Unit 1: Purpose of Evaluation

- ▶ Why evaluate training
- ▶ Providing feedback
- ▶ Exercise control
- ▶ Intervention and power game

0900-1030

### *Morning tea break*

1030-1045

### Unit 2: Approaches to Evaluation

- ▶ Goal based evaluation
- ▶ Responsive evaluation
- ▶ Systematic evaluation
- ▶ Pre-program evaluation

1045-1300

### *Lunch*

1300-1400

### Unit 3: The Four Levels of Evaluation

- ▶ Evaluating reaction
- ▶ Evaluating learning
- ▶ Evaluating behavior
- ▶ Evaluating results

1400-1530

### *Afternoon tea break*

1530-1545

### Unit 4: Issues of Evaluation

- ▶ Objectivity of evaluation
- ▶ Presenting an evaluation report
- ▶ Utilization of findings
- ▶ Ethical issues

1545-1700

Take The Next Step

**Day two**

**Unit 5: Evaluating the training process**

- ▶ The training model
- ▶ Three levels of analysis
- ▶ Sequencing learning experiences
- ▶ Training in its context

0900-1030

*Morning tea break*

1030-1045

**Unit 6: How to evaluate knowledge changes due to training**

- ▶ Measuring changes in knowledge
- ▶ Levels of knowledge
- ▶ Testing knowledge
- ▶ Gain ratios
- ▶ Follow-up knowledge based programs

1045-1300

*Lunch*

1300-1400

**Unit 7: Measuring changes in levels of skills**

- ▶ Levels of skills
- ▶ Testing levels of skills
- ▶ Profiling skills
- ▶ Follow-up skills based programs

1400-1530

*Afternoon tea break*

1530-1545

**Unit 8: Changes in attitudes and behavior**

- ▶ Attitude change vs. behavior change
- ▶ Reactions to programs
- ▶ Learning reviews vs. behavior analysis
- ▶ Changes in levels of effectiveness

1545-1700

**Take The Next Step**