

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