

EVALUATING YOUR TRAINING

KIRKPATRICK'S LEVELS OF EVALUATION

REACTION



The degree to which participants find the training favorable, engaging and relevant to their jobs

LEARNING



The degree to which participants acquire the intended knowledge, and skills

BEHAVIOR



The degree to which participants apply what they learned during training when they are on the job

RESULTS



The degree to which targeted outcomes occur as a result of the training and support

PROJECT RETROSPECTIVES ASK YOURSELF:

1

WHAT DID WE ACCOMPLISH?

Give a thorough history of the project

WHAT DID AND DIDN'T GO WELL?

Cover what you learned and what could be improved

2

3

WHAT WILL WE IMPROVE UPON?

Identify how you can fix the issues you have discovered

FORMATIVE, SUMMATIVE AND CONFIRMATIVE EVALUATION

FORMATIVE

Assesses reaction and learning at any point in the development process

SUMMATIVE

Happens after launch of the training and looks at if the training had the intended outcome

CONFIRMATIVE

Takes a long view and looks at the overall ROI of the training

SUCCESS CASE METHOD

INTERVIEW PEOPLE



WHO DID POORLY

What barriers did they face?

Do they have any suggestions?

WHO DID WELL

What elements of the project did they use?

What results did they get?

What was the impact of those results?

What was helpful?

Do they have suggestions?