



## Identifying Training Needs and Evaluating Training Training

### Description

#### Introduction

Training directors and managers, as well as training and development specialists and coordinators. Needs assessment analysts, instructional designers, evaluators of training programs, individuals in a leadership and support role for the training function will also benefit from this program.

#### Objectives

- Use appropriate methods to identify training needs.
- Analyze and sort the data as a result of a Training Needs Assessment (TNA).
- Define the various evaluation levels and write Instructional Learning Objectives targeting each level.
- Select appropriate data collection methods/ instruments for each of the evaluation levels.
- List ways to improve transfer of skills from the workshop to the workplace.
- Calculate training programs costs and calculate their Return On Investment (ROI).

#### Content

##### Day One

##### The General Framework

- Why Identify Needs?
- The Training Needs Assessment Process
- Present and Future Indicators of Training Needs

##### Day Two

##### ITN: Whose Responsibility Is It?

- The Style Inventory

- Identifying Potential Internal Training Resources and Subject Matter Experts (SMEs): Group Activity

## **Day Three**

### **Methods for Identifying Training Needs**

- The Four Steps of Needs Assessment
- Questions to Ask during Each Phase
- Data Collection Template

## **Day Four**

### **Data Gathering: The Cornerstone for ITN**

- Quantitative and Qualitative Methods
- From Interviews to Focus Groups
- Comparison of Primary Data Gathering Methods:
  - Characteristics
  - Advantages and Disadvantages

## **Day Five**

### **Analyzing and Sorting the Data**

- Content Analysis of Qualitative Data
- A Practical Example of Qualitative Data Analysis

## **Day Six**

### **Linking Training Needs Assessment with Program Design and Program Evaluation**

- Significance of Learning Objectives
- Components and Characteristics of Learning Objectives
- Writing Learning Objectives
- Ten Lessons on How to Evaluate Training
- Levels of Evaluation:
  - Levels Defined
  - Preliminary Evaluation Information
  - Chain of Impact between Levels
  - Characteristics of Evaluation Levels
  - An Overview of ROI
  - Evaluation Matrix

## **Day Seven**

### **Evaluation Instruments and Collecting Post Program Data**

- Methods to Collect Post-Program Data

- Selecting the Right Data Collection Method

## Day Eight

### Evaluation at Levels I and II

- Reaction Sheets
- Characteristics of a Reaction Sheet
- Assessments: Pre Tests and Post Tests

## Day Nine

### Evaluation at Level III – Skill Transfer: From the Workshop to the Workplace

- What So Often Happens versus What Should Happen after Training
- Barriers to Skill Transfer
- Ways to Improve Transfer of Skills
- Responsibility for Improving Skills Transfer
- Methods to Measure Transfer of Learning to the Job

## Day Ten

### Converting Data to Monetary Value and Calculating the Return On Investment (Levels IV/V)

- Hard Data
- Soft Data
- Characteristics of Hard/Soft Data
- Isolating the Effects of Training
- Tabulating Program Cost
- A Practical Case Study on Calculating Return On Investment