

## Measuring Results From Training

In a customer driven organization everyone sees the importance of his or her performance as part of a collaborative, customer-driven effort to deliver customer valued services and product. In order to create customer value, which is a critical factor in improving a company's bottom line organizations should cultivate a customer-driven mindset. In this course participants will learn how to cultivate a customer-driven mindset throughout their organization through stimulating presentations, and helpful exercises.

### Course Outline

- Kolb's Learning Styles
- Kirkpatrick's Levels of Evaluation
- Types of Measurement Tools
- Focusing the Training
- Creating an Evaluation Plan
- Assessing Learning before Training
- Assessing Learning during Training
- Assessing Learning after Training
- The Long Term View
- Calculating the Return on Investment (ROI)

### Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

### Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions and case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

### Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Understand Kolb's learning styles and learning cycle
- Understand Kirkpatrick's levels of evaluation
- Be familiar with many types of evaluation tools, including goal setting, tests, reactionary sheets, interviews, observations, hip-pocket assessments, skill assessments, and learning journals
- Understand when to use each type of evaluation tool
- Be able to perform a needs assessment
- Know how to write learning objectives and link them to evaluation
- Be able to write an evaluation plan to evaluate learning at each stage of the training and far beyond
- Know how to identify the costs, benefits, and return on investment of training
- Be familiar with the parts of a business case

### Course Duration

The standard duration of this course is 12 contact hours.

### Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

For more information please feel free to contact:

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