



Course Outline

Communication and Business Skills Series

This outline is intended as a guide to the possible content of a course.

In practice, our courses are tailored to meet the requirements of our clients.

Evaluating Training

Overview

Any training activity undertaken should be regarded as an investment and like all sound investments there should be a positive return. For any business wishing to understand the return on this investment it must:

- ensure that the training activity is relevant to the present and/or future needs of both the business and the participants
- assess/validate the effectiveness of the event itself
- provide opportunities for the newly acquired learning to be transferred to the job
- evaluate the training activity in terms of its added value to the business.

Managers at all levels have a key role in ensuring the effectiveness of training undertaken through their proactive involvement in pre-event briefings, post-event de-briefings and post-event follow-up meetings.

This course is suitable for those who are responsible for staff, are involved in conducting appraisals and supporting their respective training needs (i.e. managers, assistant managers, supervisors, team leaders).

Outcomes

By the end of this course, you will be able to:

- recognise the reasons for evaluating training activity - within the context of individual achievement and business success
- identify a '*best practice*' approach to evaluation stating the responsibilities of the line manager and the trainer
- demonstrate the appropriate use of the evaluation support material discussed during the course

To support the achievement of the above, you will have the opportunity to practise and develop your practical skills using a number of small group, paired and individual exercises. You will also be encouraged to develop a *personal action plan* to support your continued learning back in the workplace.

Duration

Approximately half a day

Continued...

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Key Areas Covered

- The importance of evaluating every training event.
- The impact that effective evaluation has on the identification of individual achievement and business success.
- Identifying a recognised model of best practice for evaluating training.
- The responsibilities of the trainer and line manager in the evaluation process.
- Continuous improvement - the importance of the on-the-job cascade of the content of the course to all staff.

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