

Topic Nº 4. Delivering Training with Impact

What is the impact of training?

Training and development helps companies gain and retain top talent, increase job satisfaction and morale, improve productivity and earn more profit.

What is personal impact training?

Personal Impact training includes key elements of our communication, presentation, assertiveness and influencing programs. It's designed to bring these elements together to give you a real experience of the Impact you make and how to choose the Impact you want.

How do you show training impact?

Evaluate how the training has influenced the learner's performance and delivery at work by using a combination of these methods:

- ❖ Self-assessment questionnaires
- ❖ Informal feedback from peers and managers
- ❖ Focus groups
- ❖ On-the-job observation
- ❖ Actual job performance key performance indicators (KPIs)

7 simple rules for ensuring your training delivers lasting impact in the workplace:

- ❖ Develop a communication strategy
- ❖ Engage your audience
- ❖ Provide engaging and powerful learning experiences
- ❖ Provide transfer tasks and workplace challenges
- ❖ Involve managers
- ❖ Evaluate impact

8 ways to deliver more effective employee training:

- ❖ Involve management. Getting senior people involved in training, whether as a tutor or a learner, helps emphasize the importance of particular sessions.
- ❖ Set goals
- ❖ Use visual aids
- ❖ Test new techniques
- ❖ Use high-quality trainers
- ❖ Run regular sessions
- ❖ Be flexible
- ❖ Use off-site facilities

3 ways to measure training effectiveness:

- ❖ Visual Confirmation. In traditional trainings, learners demonstrate their knowledge by performing a role-play
- ❖ Social Ownership. The ability to teach others is one of the highest forms of mastery of a subject
- ❖ Skill Assessments

What are the 4 types of training evaluation?

- ❖ Reaction
- ❖ Learning
- ❖ Behavior
- ❖ Results

What is the impact monitoring?

Impact monitoring means verifying the impact hypotheses. This includes recognizing and measuring change at each level of the impact model and attributing the change to the prior activities of the chain promotion project.