

## Evaluation of Results, ROI and Training Effectiveness - Techniques, Methods and Instruments

### **General Objectives:**

This Course aims to provide participants with the knowledge, methods, processes and instruments necessary for the Evaluation of Training in Companies and Organizations.

### **Specific Objectives:**

At the end of this course, participants will be able to:

- Understand the importance of the Training Evaluation process;
- Identify the main elements of the professional training process;
- Determine the needs for professional training;
- Select and apply the most appropriate instruments to the different stages of professional training;
- Control training and create the indicators necessary for this control;
- Assess the impact of training.

### **Audience:**

This Course is aimed at all professionals involved and with responsibilities in terms of evaluating results and training effectiveness, namely: Managers and Managers; Human Resources Directors; Professional Training Directors and Technical and Administrative Professional Training.

### **Duration:**

18 Hours

### **Program Content:**

#### **Module I - Preparation for the Evaluation of Vocational Training**

- The reason for the evaluation;
- Expected repercussions;
- Definition of the objectives of the evaluation.

#### **Module II - Professional Training Needs and their Identification**

- Framework of needs;
- Types of needs;
- Expectations and results.

#### **Module III - Professional Training Evaluation**

- Types of evaluation:
  - Formative;
  - Summative;

- The Initial;
- Final.
- Subjectivity in the evaluation:
  - Individual differences in the assessment;
  - Determinants of subjectivity;
  - The importance of establishing criteria.
- Evaluation systems and methods
  - The choice of the system to be implemented;
  - Technique to be used;
  - Forms of application.
- Assessment tools: their construction and application
  - Construction phases;
  - Test / experimentation;
  - The recast.

## **Module IV - Control of Vocational Training - Indicators**

- Why control training;
- How to carry out the control;
- Indicators and their choice;
- Monitoring of indicators.

## **Module V - Evaluation of the Impact of Vocational Training**

- Types of impact;
- Analysis of the impact;
- Data processing.