



## EVALUATING TRAINING PROGRAMS FOR STAFF WORKING REMOTELY

*Ardent*

**EVALUATION SHOULD BE MORE THAN CHECKING FOR ATTENDANCE.**

For many organizations faced with having more remote workers than ever, investments like training are being scrutinized.

At Ardent, we believe firmly that learning doesn't occur with a single training event. We recommend that all clients think about the sustainment of learning through enrichment activities after a series of training sessions. Several technology platforms provide key performance metrics to indicate pass/fail and attendance, but do they measure effectiveness?

Gathering firm measurements that demonstrate the impact of a training session or learning program has always been a challenge. To track success and make sure that the curriculum is hitting the mark with remote employees, Ardent's solutions measure results against Kirkpatrick's four levels of evaluation: Reaction, Learning, Behavior, and Results.

# Kirkpatrick's Four Levels of Evaluation

# 1

## *LEVEL 1: REACTION*

Captures the initial “reaction,” which measures whether learners find the training engaging, favorable, and relevant to their jobs. This level is most commonly assessed by a post-training survey (often referred to as a “smile sheet”) that asks learners to rate their experience.

# 2

## *LEVEL 2: LEARNING*

Gauges the learning of each participant based on acquiring the intended knowledge, skills, attitude, confidence, and/or commitments explored during the training. Learning can be evaluated through both formal and informal methods and may be evaluated through pre-learning and post-learning assessments to identify fluency and comprehension.

# 3

## *LEVEL 3: BEHAVIOR*

Measures whether participants are truly impacted by the learning and if they're applying what they learned. Assessing behavioral changes makes it possible to know whether the targeted skills were actually acquired and are able to be supported in the workplace environment.

# 4

## *LEVEL 4: RESULTS*

Measures employee learning against the organization's business outcomes, which are based on measurable factors decided on before the learning initiative launch. Common business results include return on learning investments, fewer workplace accidents, and more sales.



Get in touch with our solutions team today.

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