

‘Doing things your way’

Evaluation and why it’s essential to everyone

What is evaluation and what are the benefits?

Evaluation is undertaken by comparing people’s experience of something against a set of expectations. In a learning environment, it is generally the managers of the organisation that agree and communicate expectations; these are often described as ‘learning objectives’ and should be made clear in advance to staff, as well as the training provider. Evaluating the opportunities created for people to learn and develop generally means that we **learn about what works and do more of this**, and **do less of the things that didn’t work** or were less effective or desirable.

Who plays a part in evaluation?

Everyone has a role to play. Evaluating a training event involves getting feedback from the **learners** who attended; the **trainers** who ran it and from you, the **learner’s managers** or **training managers**. As managers, **you** are best placed to say whether **you** are seeing improved practice at work, following the process of learning. Training and other managers will often be in a suitable position to comment on the experience of how training was organised and feedback from workplace managers. Positive Options asks for your views a few weeks after learning has completed; Managers are asked to share their views online through the **Tell Us What You Think?** survey.

What do we do with the things that you and others tell us?

We use all of this information to assess our performance and establish where things need to be improved. We also provide information back to the Organisation when we meet with managers and as part of our **‘Satisfied Staff’** initiative. Each year we train **over 6,000 people** and receive as many evaluation forms back. We run **over 500 courses** every year and for every learning event that we run a trainer provides an evaluation; similarly, the **learner’s manager** or the **training manager** is asked to complete our **Tell Us What You Think?** survey, electronically.

To find out more about our **‘Satisfied Staff’** initiative contact **Angie Faraday**: ☎ **01782 214 444** or ✉ angiefaraday@positive-options.com. Get signed up for free download reports of your Organisation’s evaluations; learn more at no charge.

Can I do more than I do now to help?

The response rate to our **Tell Us What You Think?** survey is currently around 20% and the information that we receive is invaluable to improving what we do. **We want to improve response rates during 2010 to at least 50%**, higher if possible. When you are asked to tell us what you think, please remember how important evaluation is and make the time to tell us. We will appreciate this and so will the management of your organisation.

Visit us: www.positive-options.com

Key messages about Evaluation:

- Evaluation tells an Organisation whether staff can now do the things it wants them to
- Evaluation tells the training provider what it is doing well and what it could do better
- Getting views from learners, trainers and commissioning managers ensures a rounded view.
- Managers have a key role to play evaluation – learner’s managers are best placed to report differences in the workplace.
- Things happen with the evaluation forms that people complete at different stages

