

DETERMINING THE BUSINESS VALUE OF TRAINING

Most businesses struggle with the question of whether they are getting their money's worth from training classes. You all know the cost side of training. But how do you tell the business value? The most common way to determine business value today is to ask the trainee whether the class was valuable and it is probably the only question most companies ask for follow-up.

The simple answer to training value is to determine whether the trainee has been able to apply the learned skills on their job, and whether the training has helped the person perform their job more efficiently and effectively. Here is where TenStep can help. We can help you determine the value.

1. Before the class each trainee completes an assessment where they self-rate their skills in the key subject areas of the class.
2. Two weeks after the class, TenStep will administer this assessment again. This provides insight into whether the trainees feel they have more knowledge now than prior to the class. If this post-class survey comes out close to the original version, it may show that the training might not have been very effective. You would expect that the post-class survey would show improvement.
3. A few months after the class, TenStep will discuss performance with the trainee and their manager. We will evaluate whether the trainee was able to apply the new knowledge from the class in their jobs. We will also ask them if they have had a measurable result (such as specific time savings or cost reduction) they feel was tied to the training. This discussion will point out whether the trainee and their manager feel there is increased productivity and increased business value.

You receive the following information from this service:

- The before and after self-assessment results by person and aggregated for all trainees, and our conclusion of what the results mean.
- A report showing whether the class content was effectively utilized by the trainees in their job. This assessment can be completed for all trainees or for a representative sample. You will receive examples of this new knowledge applied to the job, and our overall conclusion of what the results mean.

This service will help you determine the value of your business training – whether TenStep conducted the training or not.

Stop guessing about the business value of training. Let TenStep help you implement a fact-based assessment of your training dollars.

