

Beyond the Compliance Survey: Measuring the True Impact of Learning & Development

KIRKPATRICK'S LEVELS OF EVALUATION

LEVEL	DESCRIPTION	METHODS
1 - Reaction	Measures reactions of learners participating in a program. Usually done immediately after completion of the program. How did participants respond to the training?	Compliance survey Reaction "smile" sheet
2 - Learning	Focuses on the skills and knowledge learners have acquired. How much did participants learn from the training and have their skills improved?	Quiz Simulation Role play Skill practices
3 - Behavior	Measures the extent to which learners are using their new skills on the job. Have participants applied what they learned from the training?	Relevant performance metrics (time, output, quality, costs, etc.) On-the-job observation Performance review data
4 - Results	Identifies the effects to the business or the organization's mission. What benefits has the firm experienced as a result of the training?	Sales numbers Customer satisfaction rating Turnover rate Leverage

NOTES: