



Bailes Partners  
Consulting

# The Skills Toolkit

*A series of free guides to help you address your organisation's hardest skills challenges*



#4

## Measuring skills development impact

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Evaluating your skills development programmes will evidence how effective the offer is and whether it is meeting the desired goals.

As a business, you're investing valuable resources in your programmes, so it's essential you can identify what's working, what's not (and why), return on investment, and how to keep improving.

Too often, desired impact is not clearly articulated leading to an ambiguous understanding of what success looks like and disconnected views across an organisation.

*Essentially you need to answer three questions:*

- 🔍 What are you doing?
- 🔍 Why are you doing it?
- 🔍 What does good look like?

### Top Tips

- ❑ Use a variety of methods to assess the impact of skills development activities so you can triangulate the information you have gained.
- ❑ Use operational performance metrics, such as customer satisfaction or delivery turnaround times, to assess impact. The way that you develop skills must be aligned to achieving a business impact, whether short or long-term.
- ❑ Communicate the timeframe which you expect to see an impact of the skills development is important. This avoids assumptions that skills have not been effectively developed in the short term when you are operating longer-term skills pipelines.

## Time to measure skills development impact?

Our customised programme drives strategic skills planning that's practical, inclusive, and sustainable.

**Get in touch [hello@bailespartners.co.uk](mailto:hello@bailespartners.co.uk)**

### Why Bailes Partners Consulting?

We equip organisations for the skills challenges of tomorrow. Sharing the know-how to build inclusive leadership models that support people to flourish and outperform expectations.

**Effective Leadership**   **Change & Transformation**   **Business Growth**   **HR Consultancy Practice**

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### Desired Impact Audit

Our *Desired Impact Audit* provides a framework for clarifying desired impact from an investment in skills development and helps organisations communicate purpose. This template serves as an example of the assessment process we undertake with clients. We encourage you to use this as a starting point in the planning process.

What are you doing?	
What skills development activities is being delivered?	
What business need is this responding to?	
Why are you doing it?	
Why is this the most effective skills development activity to suit the need?	
What is the desired impact resulting from this specific skills development?	
What does good look like?	
What are you looking to achieve and what measurement(s) will you use to assess achievement? Return on investment?	
How long will it take to see a measured impact over the short, medium and long-term?	

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