



Dimension	Evaluate & Feedback
<p>Brief intro statement</p>	<p>Evaluation and feedback is key to ensuring the long-term success of L&D programs. While often focused on learner experience in the workshop alone; successful L&D programs encompass evaluations of the entire learning process, and engage clients and learners to provide feedback on each aspect of the program from initial communications with the learner through to learning transfer; an assessment of the facilitator/trainer’s ability to design and execute the program, and a measure of the return on investment to the business and/or learner. These measures provide a holistic view of the program’s success, and allows all stakeholders to understand the value and success of the program. When present, evaluation and feedback provide the opportunity for L&D professionals to review their own performance, learn from this and grow.</p>
<p>Impact when it is present</p>	<p>The presence of a strong evaluation process enables stakeholders (client/learners) to feel more engaged, and ensures any concerns, challenges or changes in context can be captured. The creation of formal and informal feedback loops, enables the learning to evolve and ensures it meets the business and learner needs.</p>
<p>Impact when it is not present</p>	<p>The absence of an evaluation process can leave learners and stakeholders feel disengaged and learning transfer is inhibited. The lack of an evaluation process limits the ability to measure ROI, and reduces trust and a perception of value. Programs may become stagnate and irrelevant to the organisation context.</p>

Key Behaviours		
Measure Program Effectiveness	Evaluate Program (Client, Learner and Business Measures)	Self-Assessment
<p>Measure the effectiveness of the design and delivery of program, including effectiveness of learning methodologies, platforms, learner engagement</p>	<p>Measure the impacts of your learning program on behaviour, performance and business results.</p>	<p>Is focused on continuous improvement and development and seeks feedback from clients, learners, peers.</p>