

Public Sector

Learning Program Evaluation Workshop 2016

Better results from training: An outcome-driven approach to demonstrating the impact of Learning and Development programs

Organisations the world over are emphasising the need to demonstrate business and community impacts of training programs. In order to provide the tools for L & D professionals to achieve this objective, Liquid Learning is delighted to present a TWO-DAY WORKSHOP that will provide delegates with an in-depth and interactive learning experience. This practical workshop will provide hands on tools and a step by step guide to address the day to day challenges of evaluating the impact of your learning programs. Through attending this workshop, delegates will:

EXPLORE

- **Identify** business stakeholders and their evaluation requirements
- **Align** program management initiatives to organisational goals, objectives and metrics
- **Conduct** risk management for program delivery across the organisation
- **Build** requisite knowledge and skills to design an evaluation plan
- **Introduce** an evaluation framework including methods and tools of data collection and analysis
- **Increase** knowledge of major models and tools that can be applied to the evaluation of Learning and Development programs
- **Improve** confidence in undertaking evaluation of the impact of learning and training initiatives
- **Draw** conclusions, recommendations and report results to all stakeholders
- **Create** a program evaluation report that addresses business information needs
- **Enhance** capacity to select an appropriate evaluation design and methods, relevant to learning and development initiatives
- **Build** an action plan that will facilitate ongoing work within the business

EXPERT FACILITATOR



Delwyn Goodrick
Independent Evaluation Specialist



2 & 3 February 2016
Melbourne

**EARLY BIRD & GROUP
DISCOUNTS AVAILABLE**

**Register and Pay by 22 October 2015 to
receive additional Value Plus Discounts!**

Please note participant numbers will be strictly capped to ensure a quality, interactive experience for attendees

Phone: +61 2 8239 9700

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Booking Code - W



LIQUIDLEARNING

development opportunities for professionals

The Public Sector Learning Program Evaluation Workshop 2016

BACKGROUND

Investment in Professional Development and organisational learning is pivotal to ensuring employees acquire both theoretical and practical training that will add to their skill set and ultimately deliver value to the organisation. An investment in any new initiative brings with it the need to demonstrate a positive outcome. Demonstrating the return on investment (ROI) in quantitative and qualitative terms in a learning environment is not something that is easily conveyed.

In order to excel and demonstrate their value in the marketplace, individuals must demonstrate what they have learnt from training programs. They must be able to communicate what they are bringing back to their organisation and exactly how this learning can impact both clients and stakeholders.

Through attending this workshop, Human Resource and Learning and Development professionals will be provided with the tools to aid evaluation of their talent management strategies and convey them into business terminology that will demonstrate value to key stakeholders. Delegates will identify how evaluation can be built in to a program at the planning stage and tracked over time to demonstrate the tangible and intangible value of the learning program.

TRAINING DELIVERY AND PRE-COURSE QUESTIONNAIRE

This masterclass will be delivered using a three tiered approach. The structure of each session is as follows:

1. Technical overview and review of research into the topic area under discussion
2. Practical application of management principles in the review of case studies, worked examples and interactive exercises
3. Discussion of outcomes and implementation issues

Masterclass participants will have the opportunity to include comments and questions about issues outlined in the program by way of a pre-course questionnaire. This feedback will enable the course facilitator to adjust content accordingly. The masterclass has limited places to allow for customisation, greater interactivity and for individual concerns to be addressed.

INTRODUCING YOUR FACILITATOR



Delwyn Goodrick
Independent Evaluation Specialist

Dr Delwyn Goodrick is a psychologist with over fifteen years experience in research and program evaluation. She is also an experienced and dynamic facilitator with considerable expertise in managing group process. Dr Goodrick has excellent facilitation skills. Delwyn's facilitation style is interactive and inclusive, drawing upon the experience and skills of the groups with whom she works. She has the ability to work effectively with a range of stakeholder groups, including community and Executive groups across different levels of both the public, not-for profit, and private sector.

After working as an academic for ten years, Delwyn joined the Department of Human Services, Victoria, for a two year secondment, during which time she initiated the establishment of an Evaluation Support Unit to support organisational capability in evaluation. Delwyn currently provides consultancy and training services in program evaluation and strategic planning in Australia and overseas to a range of Public Sector and community agencies. Over the last two years she has provided 16 tailored one or two day workshops to a range of Government Departments on the use of program logic in monitoring and accountability frameworks.

Delwyn is a past co-editor of the Evaluation Journal of Australasia.

WHO WILL ATTEND

Delegates from federal, state and local Government in senior roles spanning:

- Learning and Development
- Leadership Development Program
- People and Culture / Human Resources
- People and Performance
- Workforce Development
- Organisation Capability / Talent
- Organisation Development
- Program Evaluation

V + **VALUE PLUS DISCOUNT**
Receive \$400 off registration if you register and pay by 22 October 2015

★ **SUPER SAVER DISCOUNT**
Receive \$200 off registration if you register and pay by 11 December 2015

Aligning your Learning and Development Program with Organisational Objectives

Identify business stakeholders and their evaluation requirements

- Improving capability through determining internal stakeholders issues and needs
- Clarifying questions about innovation and program purpose
- Promoting the use and influence of evaluation
- Technical or professional: Estimating resource requirements for evaluation

Aligning program evaluation initiatives to organisational goals, objectives and metrics

- Identifying methods and sources of evaluation
- Specific vs. broader skills: Validating and aligning initiatives to the organisation
- Confirming what results the learning and development program will deliver
- Understanding the "Employee Value Proposition" and how it is linked to evaluation

Conduct risk management for delivery across the organisation

- Referencing vocational, education and training standards and competencies
- Agreeing on learning and development methods
- Estimating the value of investment: Reviewing Talent Management Strategy in order to justify PD costs

Models for evaluation: Kirkpatrick and Beyond

- Understanding The 4plus Levels (Kirkpatrick)
- Analysing the effectiveness of the learning process
- Bersin's training evaluation model.

Introduce an evaluation program including methods and tools of data collection and analysis

- Describing objectives and scope
- How, what, why: Identifying the characteristics for evaluation
- Promising approaches: The Success Case Method
- Reviewing critical success factors that will facilitate use of evaluation findings

Analysing Data in Order to Select the Most Appropriate Learning and Development Program for your Organisation

Gather and analyse meaningful data

- Identifying different methods of collecting data and sources of evaluation that work for your specific organisation
- Identify a best fit data collection plan and how best to display and communicate the outcomes

Concluding, recommending and reporting results to key stakeholders

- Agreeing on processes, metrics and tools
- Making evidence-informed recommendations for workforce planning and workforce improvement

Creating a program evaluation report that addresses business information needs

- Seeking accountability and consensus on critical project activities
- Managing program focus on outcomes

Action planning: Building evaluation into ongoing work of the business

- Selling the benefits of evaluation
- Key elements of evaluation reports
- Focus and dissemination strategies
- Tips for effective reporting

Program Close: Closing Comments, Questions and Discussion

MASTERCLASS SCHEDULE

- 8.30 - 9.00 Registration
- 9.00 - 10.40 Session One
- 10.40 - 11.00 Morning Tea
- 11.00 - 12.30 Session Two
- 12.30 - 1.30 Lunch
- 1.30 - 3.00 Session Three
- 3.00 - 3.20 Afternoon Tea
- 3.20 - 4.30 Session Four
- 4.30 Close of Masterclass



Registration Information

Organisation Name			
Address		Suburb	State
Postcode			
Booking Contact Information			
Title	Full Name or TBA		Position
Email	Phone		

Delegate Information

#	Title	Full Name or TBA	Position	Email
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Your Investment

No. #	Options (per person)	Standard Rate	Early Bird Rate*	Super Saver Rate**	Value Plus Rate***	TOTAL incl GST
<input type="checkbox"/>	Workshop	\$2495 + GST = (\$2744.50)	\$2395 + GST = (\$2634.50)	\$2295 + GST = (\$2524.50)	\$2095 + GST = (\$2304.50)	<input type="text"/>

* Receive \$100 off registration if you register and pay by 1 January 2016
 ** Receive \$200 off registration if you register and pay by 11 December 2015
 *** Receive \$400 off registration if you register and pay by 22 October 2015

	Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5 - 7
	In-house Training Available:	Do you have a team of ten or more people requiring this training? If so, it may be more cost effective for Liquid Learning to bring the training to you. Contact us to discuss your needs today.	

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Note: Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.

All Prices listed in Australian Dollars

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Please quote ref LPM0216 and registrant name

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Name	Position	Signature	Date
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