



Making your trainings more effective

Molly Loomis

Family Health International

22 May 2007

Taking the training further

**Preparing for
Next Steps**

Evaluation

Follow up Support

**Quality Assurance/
Quality Control**

**Long Term
Evaluation**

**During the
Training**

**After the
Training**



Preparing for next steps

- Be clear about what you expect participants to do with their new skills/knowledge
- Acknowledge barriers and offer suggestions to overcome them
- Offer tools to help guide/measure their progress
 - Action plans
 - Checklists
- Present your plan for follow up support, QA, and QI training



Evaluation

- Output
- Process
- Outcome



Process Evaluation

- Timing and agenda
- Facilitation
- Content and curricula
- Activities and methodologies
- Location, set-up, and space



Outcome Evaluation

- Did you meet your objectives?
- Was there a change in participants' knowledge, attitudes or skills?
 - Pretest and post-test
 - Immediate and long term evaluation
- Are participants prepared to do what you are asking them to do?



Common Evaluation Pitfalls

- Evaluation is too long or too short
- Not enough time to complete the evaluation
- Poor timing
- Poor questions (multiple, unclear, too general)
- Post-test without a pretest
- Pretest and post-test questions are exactly the same
- Failure to consider other influencing factors



Get more out of your evaluation

- Look at Output, Process, and Outcome
- Prioritize most important questions first
- Set aside time during training
- Ask for specific and clear feedback
 - Examples and comments to enrich quantitative data
 - Suggestions on how to improve
 - Elements of the training that are strong and should be continued



Get more out of your evaluation

- Pretest to make sure the questions are clear
- Use the results
 - measure effectiveness
 - identify ways to improve the training
 - understand how and where to focus your follow up support

Taking the training further

**Preparing for
Next Steps**

Evaluation


Follow up Support

**Quality Assurance/
Quality Control**

**Long Term
Evaluation**

**During the
Training**

**After the
Training**



How to provide follow up support & QA

- Site visits
- Refresher trainings
- Meetings
- Updates of information via email or distribution lists
- Conferences
- Phone calls
- Post tests
- Checklists and other tools



Benefits of Follow up Support

- Further measure effectiveness of training
 - Long term evaluation: Measure change in behavior, knowledge, attitudes
 - QA: Make sure participants are implementing correctly
- Solicit additional feedback on training



Benefits of Follow up

- Provide additional training
 - Answer questions and clarify original lessons
 - Give more specific advice and more relevant demonstrations
- Follow up on action plan
 - Check benchmarks and milestones in action plan