

## **Our Training Makes a Difference and Produces Results!**

**ROI analysis** may not always be practical, but we understand the desire to ensure that training initiatives are producing expected results and changes in the performance of your people and ultimately in your business.

**“The success of your organization depends  
on the performance of your people.”**

The Learning Service, Ltd.

We have a variety of ways in which to demonstrate a payback from the efforts taken in the form of organizational performance and measurable results. We are practitioners of Donald Kirkpatrick’s four levels of evaluation data and work to achieve results within all four levels.

### **Level I—Immediate Evaluation of Training**

Level I includes the traditional program evaluations (smile sheets) handed out to participants at the conclusion of the training program for immediate feedback.

### **Level II—Learning Data**

Level II includes learning data to measure how much the training participants increased their knowledge or skills in order to accomplish this level of evaluation. We will provide a pre-test and post-test to measure gain due to the program when applicable.

### **Level III—Behavioral Data**

This involves on-the-job behavior being observed by those in leadership/managerial positions to address the transfer of training. This takes a committed effort on the part of leadership to be involved with the training program. We strongly encourage participation of those who would be observers to take an active part as a participant in the training program themselves and realize the critical role they play in the training process. This allows them to fully grasp the program contents, knowledge, and skills and to accurately be able to observe with an eye for the proper identified behavior.

## **Level IV—Results Data**

The results data is to measure the impact of training on organizational performance. This level is particularly difficult to attain. **Below is one example based upon our Odyssey of Change program.**

### **ROI: Delivery Earnings Results**

**Top Line Growth:** Steering corporate resources into high-opportunity areas.

- Training will expedite the change/transition process
- Employees will understand why changes are occurring and the new strategy/direction of the company
- Employees will spend less time processing the changes that are occurring and allocate more resources to product delivery and business growth

**Cost Reduction:** Enhancing operating efficiencies and limiting costs.

- General, administrative and production costs will be better contained as conditions will be more conducive to team work
- Employee health related expenses will not escalate as training will produce a positive working environment
- Employee turnover cost will be minimized

**Top Line Growth + Cost Reduction  
= Sustained Earnings Enhancement**

**Upon completion of the Odyssey of Change Program** this particular company was able to measure benefits in the following areas:

- Higher employee productivity
- Greater adaptability to others
- Improved innovation during times of change
- Less conflict
- Less absenteeism
- Less employee turnover

- More stability
- Alleviation of many fears and concerns
- A re-energizing of the workforce
- Improved associates' outlook and enhanced attitudes toward work
- Enjoy the benefits of increased job satisfaction and improved performance
- Create individual change agents

Note: ROI analysis may not always be practical or possible with each of the above areas. However, when dealing with the challenge of change within your organization, you are building the “Right Future” for your organization.

**Our program, The Odyssey of Change, will supply a number of tools which can be utilized by your organization as a basis for further measurement.**

- One example of this is the **Work Expectations Profile**. Research has shown that people who have clearly defined, well-communicated expectations have better attitudes and enjoy greater job satisfaction than people whose expectations go unspoken or unrealized. And companies that employ satisfied, successful people reap the rewards of increased productivity and reduced turnover.

Note: See Work Expectations Profile information with Inscape Publishing Products

- **The DiSC® Classic** is the foundation of personal and professional success and lies in understanding you, understanding others, and realizing the impact of personal behavior on others. DiSC® Classic is a multi-level learning instrument that helps individuals assess to what degree they utilize each dimension of behavior in a situation. The instrument provides feedback designed to help people in your organization to ease frustration and conflict, and to build productive teams through the understanding, respect,

appreciating and valuing of individual differences. It is a proven approach to understanding emotions and behavior in changing situations.

Note: See DiSC® Classic with Inscape Publishing Products

- **Transition—The Personal Path Through Change** is an interactive learning guide that provides people with a self-directed process for dealing with change. It provides a road map to guide people from resistance to acceptance to action.
- **The Odyssey of Change Program** itself deals with the change journey from frustrating resistance to fulfilling engagement.