

## **The Zenworkz Program Evaluation Journey**

Zenworkz learning, development and training effectiveness tool was developed out of our need to evaluate our own effectiveness facilitating a Zenworkz designed "Leadership Development Program" which has been running for the last four years for a State Government Business. We could not find anything in the marketplace that suited our needs and so as trainers and market researchers, we developed our own.

The Online Evaluation System is tailored to measure against specific organisational competencies and requires organisation-wide cooperation, particularly from participants, supervisors and senior executives. It is not a quick fix. It is a results-based approach that establishes a culture of accountability and that can be very confronting to implement.

The components of the system provide evaluation by participants online for:

**Level 1:** The training program, the facilitator, general reactions and satisfaction, commonly called Happy Sheets

**Level 2:** The learning experience outcomes; measuring the extent to which the desired training objectives have been understood by participants.

**Level 3:** Application of the learning/training back on the job, including measuring the level of participation from the individuals support network (i.e. supervisor) that will observe the participants newly learned skill or behaviour.

**Level 4:** Measure the impact of a specific training process on specific organisation outcomes.

Components of learning, development and training evaluation which need to be completed offline with a defined process (using the data results of Level 1 to 4):

**Level 5:** Measure the costs of program versus the definable results (i.e. isolate the data results that training impacts).

While Zenworkz currently has the online capacity available on a private website, the process for development of a program evaluation framework requires consultancy to tailor the system to meet your specific training needs, and Zenworkz will be able to provide you with a quote, after discussions to understand the scope of your requirements.

**Contact Zenworkz:** [www.contact@zenworkz.com](mailto:www.contact@zenworkz.com) or call 02 6686 8413