



Just Ask: Corporate Training Level 3 Training Evaluation

**Presentation to York Region
Accessible Advisory Committee**

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Overview



- ❑ Purpose
- ❑ Kirkpatrick 4 Levels of Evaluation
- ❑ Just Ask: Inclusivity & Accessibility Training - Level 3 Evaluation Results
- ❑ Recommendations

Purpose

YRAAC Question



"How are staff doing their jobs differently resulting from the "Just Ask" inclusivity training?
How is success measured?"

Assessing Training Effectiveness

Kirkpatrick's 4 Levels of Evaluation Methodology

- ☐ Level 1 – Reaction (95%)
- ☐ Level 2 – Learning (37%)
- ☒ Level 3 – Transfer / Behaviour (13%)
- ☐ Level 4 – Results (3%)



Assessing Training Effectiveness

Implementation Guidelines

- ❑ Allowed enough time for a change in behaviour to take place (6 months)
- ❑ Surveyed participants and their direct supervisors/managers
- ❑ Surveyed 100 % of participants
- ❑ Received approximately 40% responses



Assessing Training Effectiveness

Application of Learning Objectives



1. Informed of the specific needs of persons with disabilities who receive services from the Region
 - ❑ Manager - 75% increase
 - ❑ Participant - 60% increase

Assessing Training Effectiveness

Application of Learning Objectives



2. Developed skills to respond to the particular needs of persons with disabilities.

- ❑ Manager - 62% increase
- ❑ Participant - 50% increase

Assessing Training Effectiveness

Application of Learning Objectives



3. Understand the importance of providing superior customer service to customers who have disabilities.

- ❑ Manager - 75% increase
- ❑ Participant - 72% increase

Assessing Training Effectiveness

Application of Learning Objectives



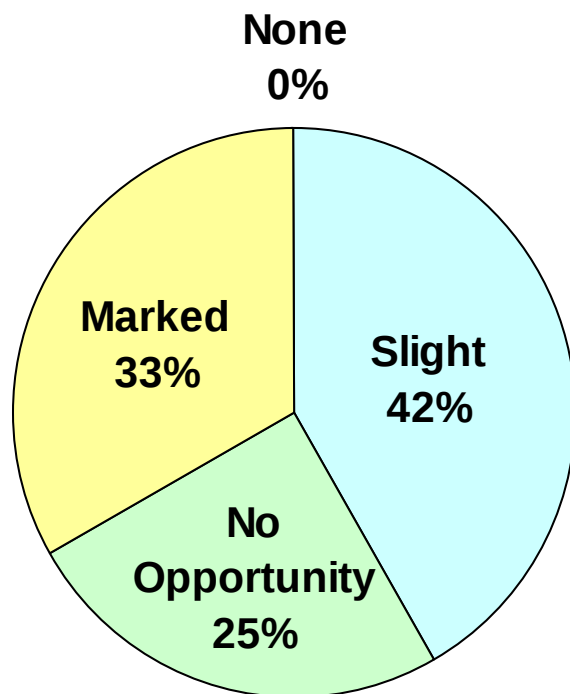
4. Appreciate that those with disabilities are people first.

- ❑ Manager - 65% increase
- ❑ Participant - 60% increase

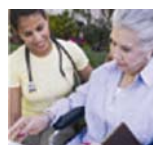
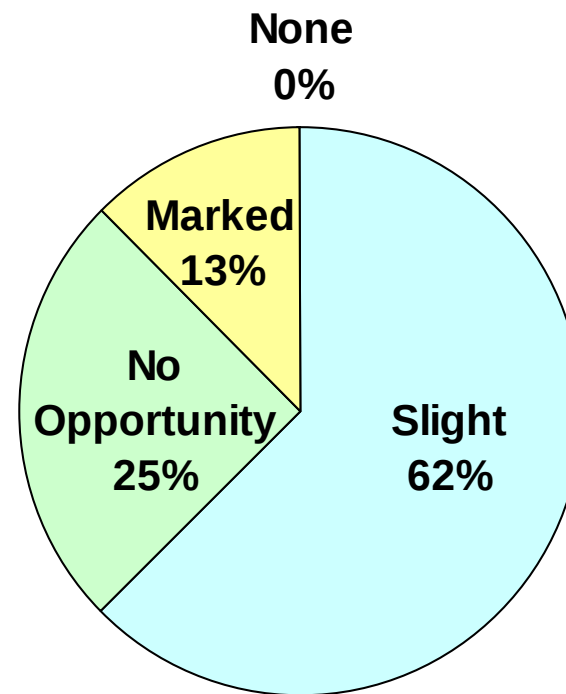
Assessing Training Effectiveness

Increased Confidence

Participant



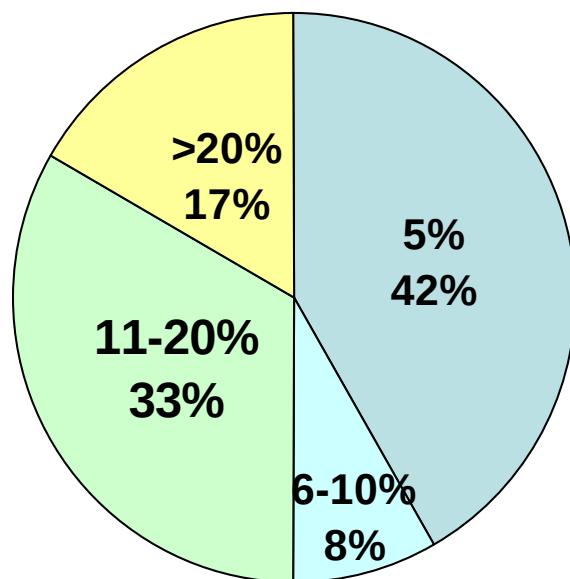
Manager



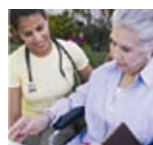
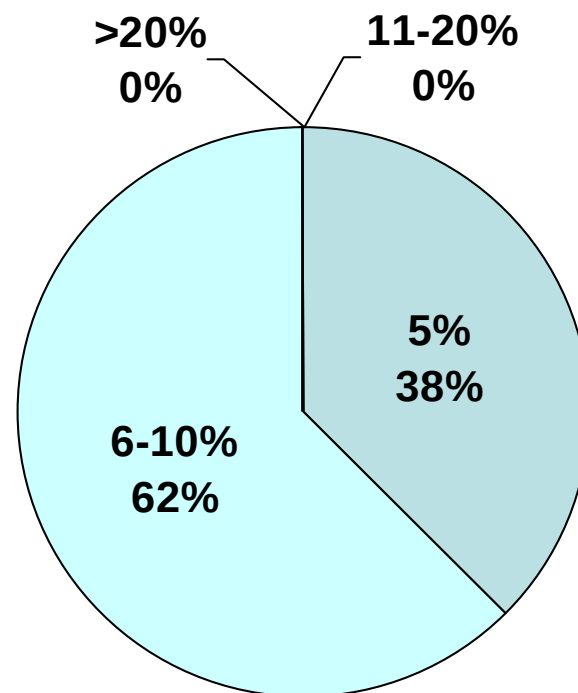
Assessing Training Effectiveness

Behaviour Percentage Change

Participant



Manager



Assessing Training Effectiveness

Skill Application Barriers



	Yes	No
Manager	12 %	88 %
Participant	33 %	67 %

- ☐ Lack of confidence
- ☐ Not being able to identify customers with invisible disabilities such as learning disabilities, cognitive impairments
- ☐ No opportunity to apply skills

Assessing Training Effectiveness

Recommend Session



	Yes	No
Manager	100 %	0 %
Participant	100%	0 %

- ❑ Training exceeded expectations
- ❑ Applies to all employees in professional & personal lives
- ❑ Experiential training – most effective way to learn

Assessing Training Effectiveness

Post Training Reinforcement



- ❑ Lunch & Learn sessions as refreshers
- ❑ Participant discussion/information sharing at staff meetings
- ❑ Manager/participant post training discussion (action plan)

Assessing Training Effectiveness

Recommendations



- ❑ Continue with the training
- ❑ Prioritize applicants based on needs (managers and Corporate Learning)
- ❑ Coach managers to encourage post-training skill application
- ❑ Support participants in developing confidence

Assessing Training Effectiveness



Questions?



JUST ASK!