

Summary of the Kirkpatrick Model

1 REACTION

How did trainees perceive the course? Was it well structured? Was the instructor effective/likeable? Was it well paced?

2 LEARNING

Did trainees retain the material? Was there an actual improvement to their knowledge and skills?

3 BEHAVIOUR

Did trainees follow through with what they learned? Did it change their productivity/workflow/job?

4 RESULTS

Was there a measurable difference to their job and the business after the training?

Measurements of these 4 key elements - to assess actual ROI impact - vary; from surveys to individual feedback, data collection to productivity increase and work-cultural changes.