

Going back to The Old School - Training with a "Hard Edge"

In today's modern world of business training it is very rare to find a hard edge to the delegate assessment process...at best delegates are often asked to complete a course/ workshop assessment upon completion of training and this is often focussed on the T&D provider rather than actual content learned.

In discussion with one of our major clients we agreed an approach which aimed to inject significant onus onto the delegate...



- Significant theoretical pre-work and assessment PRIOR to being able to attend any workshops



- Early section of workshops designed to assess levels of theoretical understanding.



- A final two hour formal examination covering all materials within a six month Account or People Management programme.



Why did we choose this methodology ?

Because on too many occasions individuals were not seen to be taking the significant investment in training seriously enough. Timekeeping was unacceptable and evening work/ assignments seemed to be taking second place to propping up hotel bars !!

The client wanted training to be clearly seen as part of their succession planning -hence only those with the right attitude and track record were selected to take part.

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The Outcome

Far from feeling as if they were being treated as school children - the delegates really responded to our “more professional” approach. Pre-work was completed to an extremely high level and whilst one or two delegates dropped out early in the process [it was just too tough for them], those who survived completed the full six months and without fail passed the final examination [a 60% pass mark was applied] .

Delegate assessment is shown below...

Delegate assessment of programme quality after four workshops	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
The workshop / programme met its objectives	3	6			
The workshop / programme covered an appropriate number of concepts	4	4	1		
The skills learnt will help me in my work place	5	4			
The programme was interesting and challenging	3	6			
I enjoyed it	2	7			
Coaches facilitated effectively	4	5			
Coaches showed enthusiasm	5	4			
Coaches believed in what they were providing	5	4			
Coaches were knowledgeable about the subject matter	5	4			
Total	36	44	1		

An Added Benefit



This level of rigour allows us to gain Institute of Leadership and Management endorsement - a formal recognition of the professional and developmental nature of the ground covered. This is a major added benefit for delegates who receive a certificate and can add the qualification to their CV.

If you would like to discuss training with a hard edge and clearly measured learning outcomes - contact Chris Hudd, Director of Training and Development [chris@springboardcs.com]

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