

Evaluation Optimization: ROI for Performance Improvement Programs

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Strategic Consultant

Tuesday, December 13, 2011 – noon to 1 p.m. EST

Luncheon Program - Virtual Session: Enjoy the webinar from the comfort of your own computer!

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About the Program

Participant surveys are often not linked to performance improvement as well as a Return on Investment (ROI). Because of that, participant feedback questionnaires (happy sheets or smile sheets) are often dismissed as irrelevant instruments for eliciting evaluation feedback about how a training session impacts performance improvement. Consequently, at the end of training session, participants fill out a survey to evaluate the likeability of the facilitator rather than report on the impact of the session.

The purpose of this webinar is to focus on improving participant survey activities:

- How to create optimize performance based surveys.
- Ways to use surveys to evaluate the effectiveness of the learning process.
- How to validate if a persons performance was (or will be) improved due to the training,
- Ways to illustrate if performance improvement solutions have a financial impact and other organizational benefits.

Leave this session inspired and better able to:

- Develop a systematic method for collecting participant feedback about improved performance.
- Develop a plan that links participant feedback to performance improvement and ROI.
- Determine performance targets for participant feedback to improve real-world performance.

About the Presenter:

Adina Luca – Strategic Consultant

Adina is the emerging markets consultant specialist in the Stillae team. Prior to Stillae, Adina was an Associate Partner with Gallup where she assessed the readiness of big organizations and managed projects for the implementation of large-scale employee and client engagement program across Europe. Her past experience includes setting up and running her own medium-sized training and consulting business, employing 20 consultants; she successfully sold it after 9 years. She published a book on management culture in Romania and has worked as a consultant on cross-cultural management for large European multinationals. She has also explored her passion for research in studying the dynamics and business models of networked organizations and currently researches professionals' use of social networks. Adina has an MA from University of Wales and is currently studying for a post-graduate diploma in HRM at Seneca College of Applied Arts and Technology, Canada.