# Evaluation Plan

After the training program is complete the efficacy of the program on employee behavior will be evaluated through observation and survey.

Evaluation framework

The purpose of this evaluation is to determine whether the program has accomplished its objectives by explaining the different methods and techniques to manage conflict and personality differences, improve interpersonal skills, and enhance performance in the office.

The framework being used to evaluate this course is Kirkpatrick’s evaluation framework. Based on Kirkpatrick’s criteria levels, this course would like to see change up to the behavior level and hopefully exceed that to the results level where organization effectiveness is improved through improving employee performance.

Data to be collected

1. Survey and Course feedback responses

2. Observations

3. Interviews

Methods and Instruments

Three methods will be used to collect data after the program is complete:

1. Survey & feedback: The survey will be distributed to the attendees after the course to evaluate the content, level of understanding, and usefulness of the course. There will be an opportunity at the end of the survey to give the opportunity for attendees to give feedback and comment on areas that they think need improvement or clarification (below is the sample of the survey)

On a scale of 1-5 (**with 1 being the lowest score and 5 being the highest score**), answer the following questions to rate course for its effectiveness and relevance to you.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **1** | **2** | **3** | **4** | **5** |
| The training objectives were clearly met |  |  |  |  |  |
| The topics covered were relevant to me |  |  |  |  |  |
| The training was structured clearly |  |  |  |  |  |
| The organization of topics were logical and easy to follow |  |  |  |  |  |
| I learned a lot from this course |  |  |  |  |  |
| The training was engaging and provided adequate examples of conflict and methods of management |  |  |  |  |  |
| The discussions aided my learning |  |  |  |  |  |
| The program was informative and relevant |  |  |  |  |  |
| The instructor was proficient and professional |  |  |  |  |  |
| I would recommend this course to others |  |  |  |  |  |

1. Observations: In the days after the course, the instructor will observe attendees while at work to evaluate their interpersonal, communication, and conflict management skills to see if all outcomes were met and if any further training is required. The instructor will take notes to determine the effectiveness of the training and its impact on the attendees.
2. Interviews: Managers and Subordinates will be interviewed one-on-one to discuss how interaction between employees has improved in the office. The interview will also focus on open-ended questions that allow employees to give opinions of other’s behaviors under complete anonymity and confidentiality.

Interview questions include:

1. How is the work environment after the training?
   1. If it has not improved, why do you think it hasn’t and what methods would you suggest that could help?
2. How are people interacting with each other when it comes to managing conflict and other differences?
3. How have you been managing your personality differences when it comes to interacting with colleagues?

How the Data will be Evaluated/Used

The data will be used to improve the program in areas where employees feel it is lacking based on the survey and observation.