



Draw tools.



Click on this icon for a sticky note.

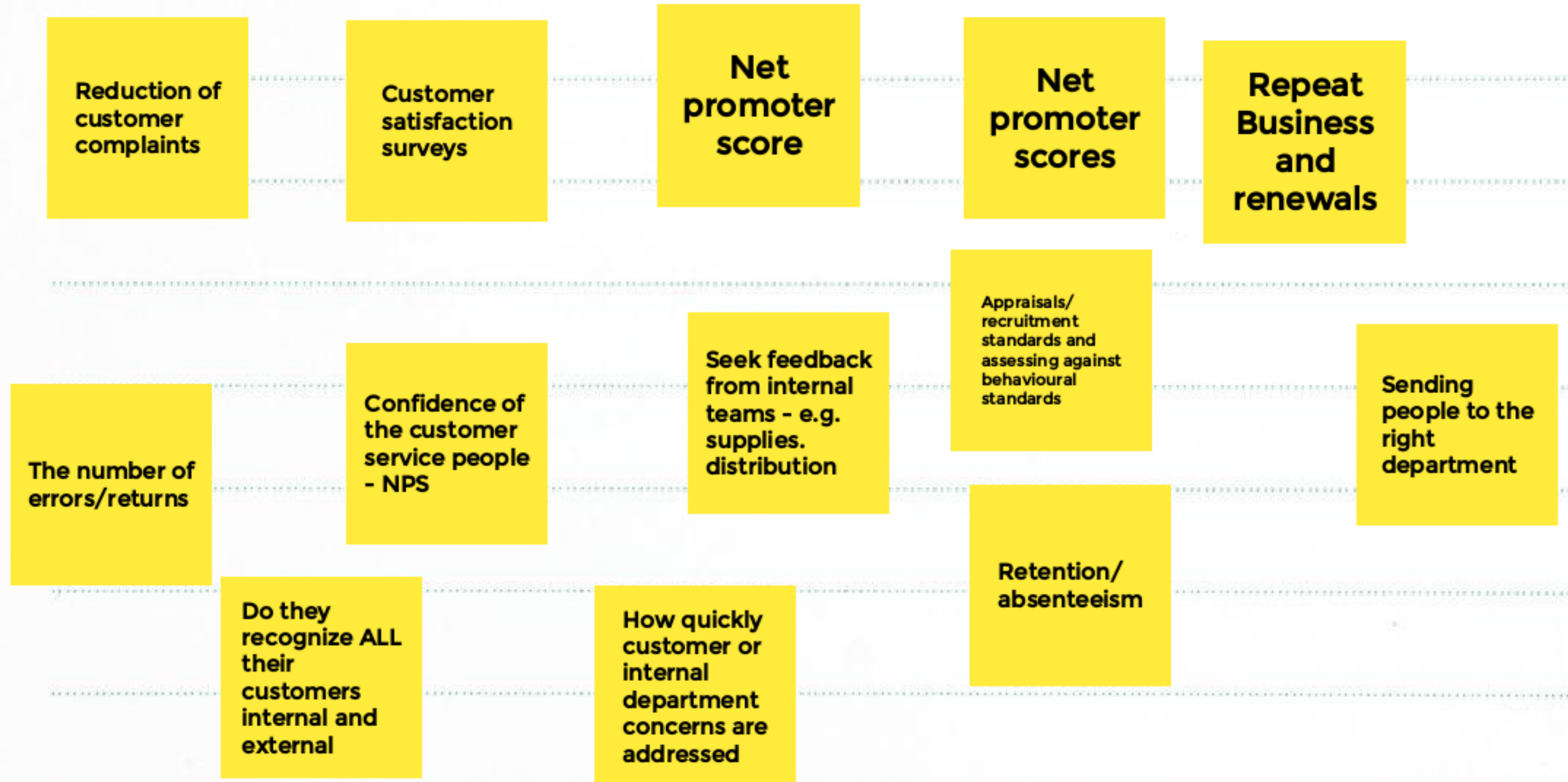


Click here for a text box.



Click on < or > to move to different pages of the jam board. You will be using this today.

# How might you measure the success of Customer Service Training?



# How might you measure the success of Software Training?

**what purpose has the Software?**

**what knowledge already exist?**

**is the client happy - their expectations met?**

**Numbers of calls to helpdesk - before and after**

**take up / use of software**

**What is the BUY-IN? How have the teams been introduced to the strategic and FAB of the new Software?**

**Confidence expressed by people - before and after?**

**time taken to complete tasks**

**growth in range of functions people can use**

**how effectively people implement new software and stop using old systems**

**fewer mistakes made / increase in quality and accuracy**

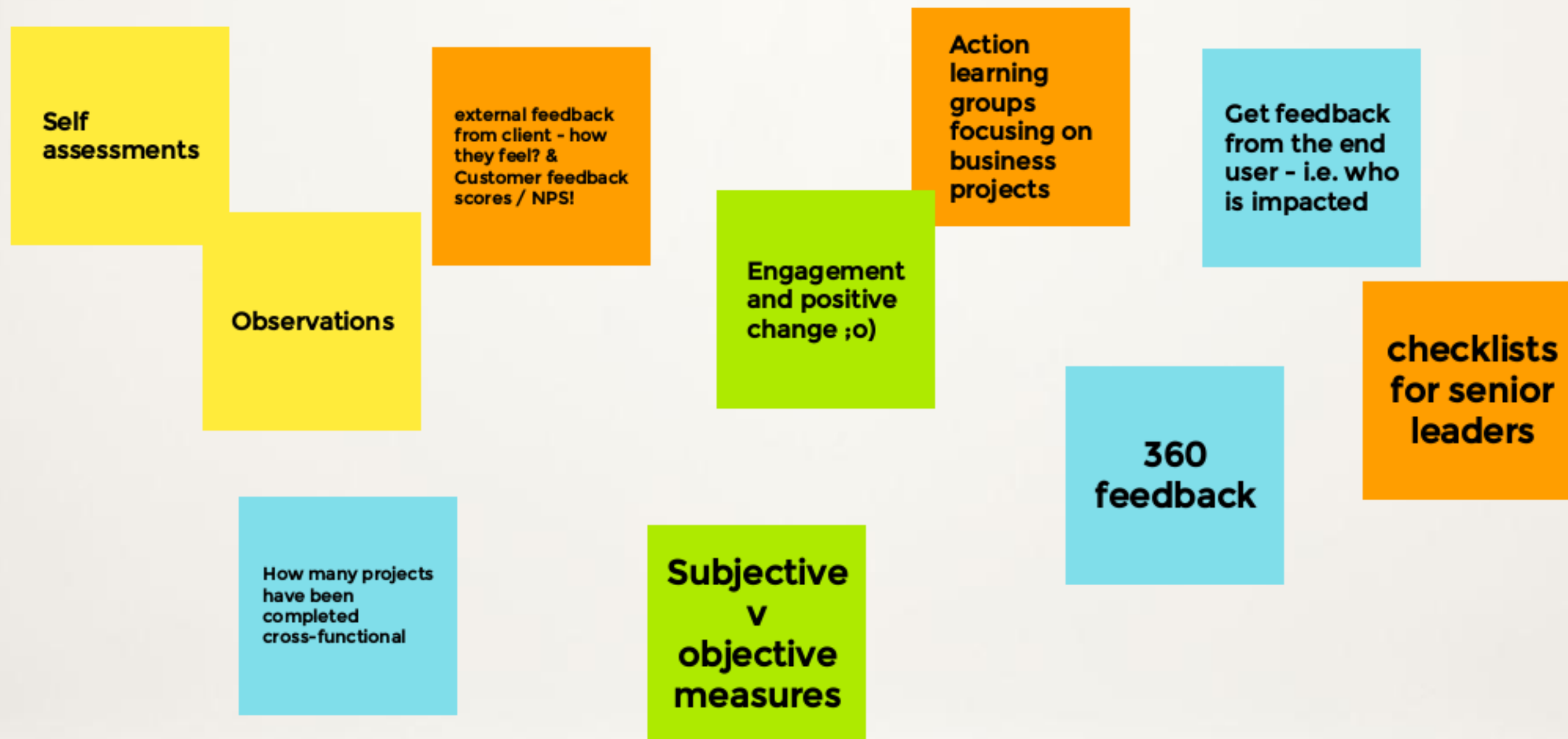
**Is there already HISTORY of previous Software Training and Measures to learn from best practice and experience.**



# How might you measure the success of Communication Skills Training?

Objective: improving comms for leaders & managers

Outcome: for company, team, individual



# How might you measure the success of Compliance Training?

Measure instances of reported non-compliance -- look for a drop.

How many complaints on non-compliance

Net Promoter Score: How confident?

Financial impacts of non-compliance, eg fines

Near miss reporting

Put a monetary value on as many impacts as possible eg fines

onboarding question for client -- focused on whether compliance was part of why they chose us

Impacts on reputation  
eg: Negative news mentions

or  
Glassdoor rating

Impact on other factors, eg retention

Scores on compliance testing

Audit performance -- look for improvement

Question on employee opinion survey: how do people feel about this area?











