



## TRAINING METRICS

Training metrics can serve to evaluate the impact of training, improve the quality of training efforts, assess the effect of training on the learner, and determine the return on an investment in training for the organization. Although evaluative in nature, training metrics, when used appropriately, increase the value contribution of any training organization.

Good training measurement requires a level of expertise not usually found inside the training organization. Most organizations concentrate on a level one metric, the reaction level, to measure all training efforts. A level one metric is the least reliable form of training metric, however, it is the most used. Training organizations that also assess, learning, behavior, business impact, and return on investment, are more equipped to offer valuable training solutions.

Organizations that do not have the time or resources to employ a dedicated metrics manager will benefit from external expertise in training metrics. Organizations with limited resources will also benefit the most from well-placed and appropriate training metrics.

- Do you need to align training metrics to an important training initiative? RightHands Resources will assess your training objectives and provide the expertise to align the appropriate training metrics.
- Would you like to consistently evaluate course content or facilitator effectiveness? RightHands Resources will provide the expertise to develop a definitive measurement tool.
- Do you need to present ROI data to corporate stakeholders for a training project? RightHands Resources will work with you to align ROI measurement and develop a presentation for executive management.

**CONTACT RIGHTHANDS RESOURCES TO HELP  
YOU MEET YOUR LEARNING OBJECTIVES.**