

Gathering The Feedback That Matters



Agenda



- Why gather feedback?
- How to gather feedback
- Using: building evaluation form
- Using: reporting on evaluation form



Why Gather Feedback?



1. Gain an understanding of your learners
2. Help you improve your training for future participants
3. Re-confirm that you're getting your training right
4. Provide evidence that your training is adding value, or isn't...



How to Gather Feedback: Best Practice



1. Workflow Survey Reminders
2. Workflow Survey Response
as trigger for Certification



How to Gather Feedback: Best Practice



1. Use simple, direct language
2. Be specific
3. Break down big ideas into multiple questions
4. Avoid leading questions
5. Ask one thing per question
6. Use more interval questions



How to Gather Feedback: Best Practice



1. Avoid bias
2. Avoid framing
3. Avoid incomplete options



How to Gather Feedback: Question Types



1. Categorical questions
2. Ordinal questions
3. Interval questions



Categorical Questions



Have you trained with us before?

Yes No

What type of learner are you?

Visual
Auditory
Reading/Writing
Kinesthetic

The training objectives were met.

Yes No

- Understanding Your Learners
- Re-confirm that you're getting your training right



Ordinal Questions



Rank the following topics in order of importance 1 - 5

	1	2	3	4	5
Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rank the following in order of quality 1-5

	1	2	3	4	5
Training Materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Venue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Facilitator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical Session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Understanding Your Learners
- Improve your training
- Re-confirm that you're getting your training right



Interval Questions

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
The trainer was well prepared.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The trainer was knowledgeable about the training topics.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The content was organised and easy to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	1	2	3	4	5
What is your understanding of the topic?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	1	2	3	4	5
Training Session - Overall Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



- Re-confirm that you're getting your training right
- Help you improve your training for future participants
- Provide evidence that your training is adding value



Using: evaluation form report



What type of learner are you?

Visual: 26 / 97 (26.80%)

Auditory: 32 / 97 (32.99%)

Reading/Writing: 24 / 97 (24.74%)

Kinesthetic: 15 / 97 (15.46%)

The training objectives were met.

Yes:

62 / 95 (65.26%)

No:

33 / 95 (34.74%)

- Percentage Based Reporting

1. Gain an understanding of your learners
2. Help you improve your training for future participants
3. Re-confirm that you're getting your training right



Using: evaluation form report



	2. What type of learner are you?	3. The Objectives of the course...	4. The training objectives were...	6. The topics covered were relevant...	7. The trainer was well prepared...	8. The trainer was knowledgeable...	9. The content was organised a...
Ralph Bentley - Donec Sollicitudin Adipiscing Associates	0.0	10.0	10.0	10.0	10.0	10.0	10.0
Callie Boyle - Bibendum Sed Est Incorporated	0.0	10.0	10.0	10.0	8.0	8.0	8.0
Hu Houston - Arcu Vivamus Sit Corp.	0.0	2.0	2.0	2.0	4.0	4.0	4.0
AVERAGE	0.0	7.3	7.3	7.3	7.3	7.3	7.3

- Score Based Reporting
 1. Help you improve your training for future participants
 2. Re-confirm that you're getting your training right
 3. Provide evidence that your training is adding value, or isn't...





Q&A





Up next:

Mapping a Customer Experience Strategy

Gainsight, specialists in customer success will share best practice with you and give you insight into developing a successful customer experience strategy.

