

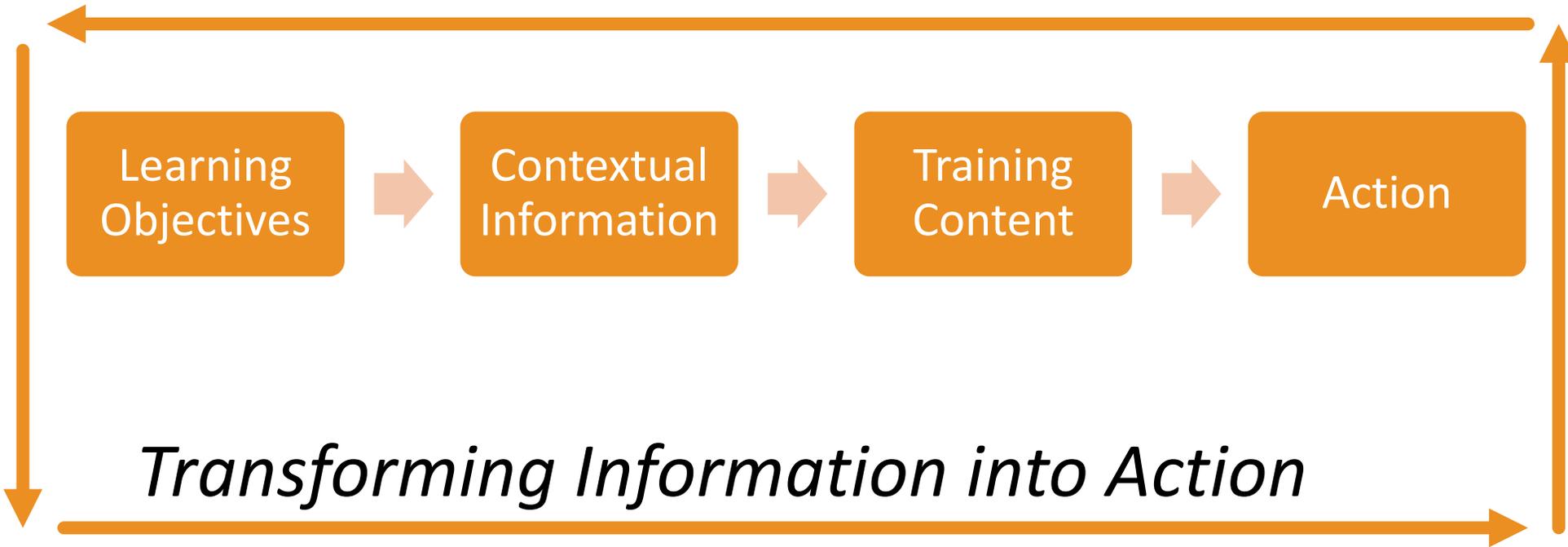
Using Evaluation Methods to Design Management Training

American Evaluation Association
Annual Conference 2019
Ignite Presentation

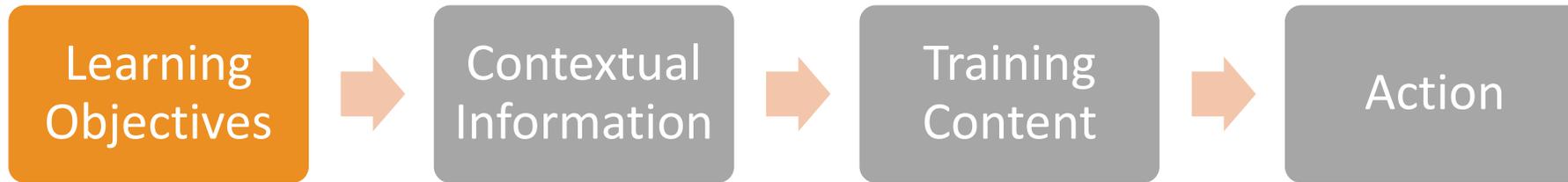
Calista H. Smith
Scale Strategic Solutions



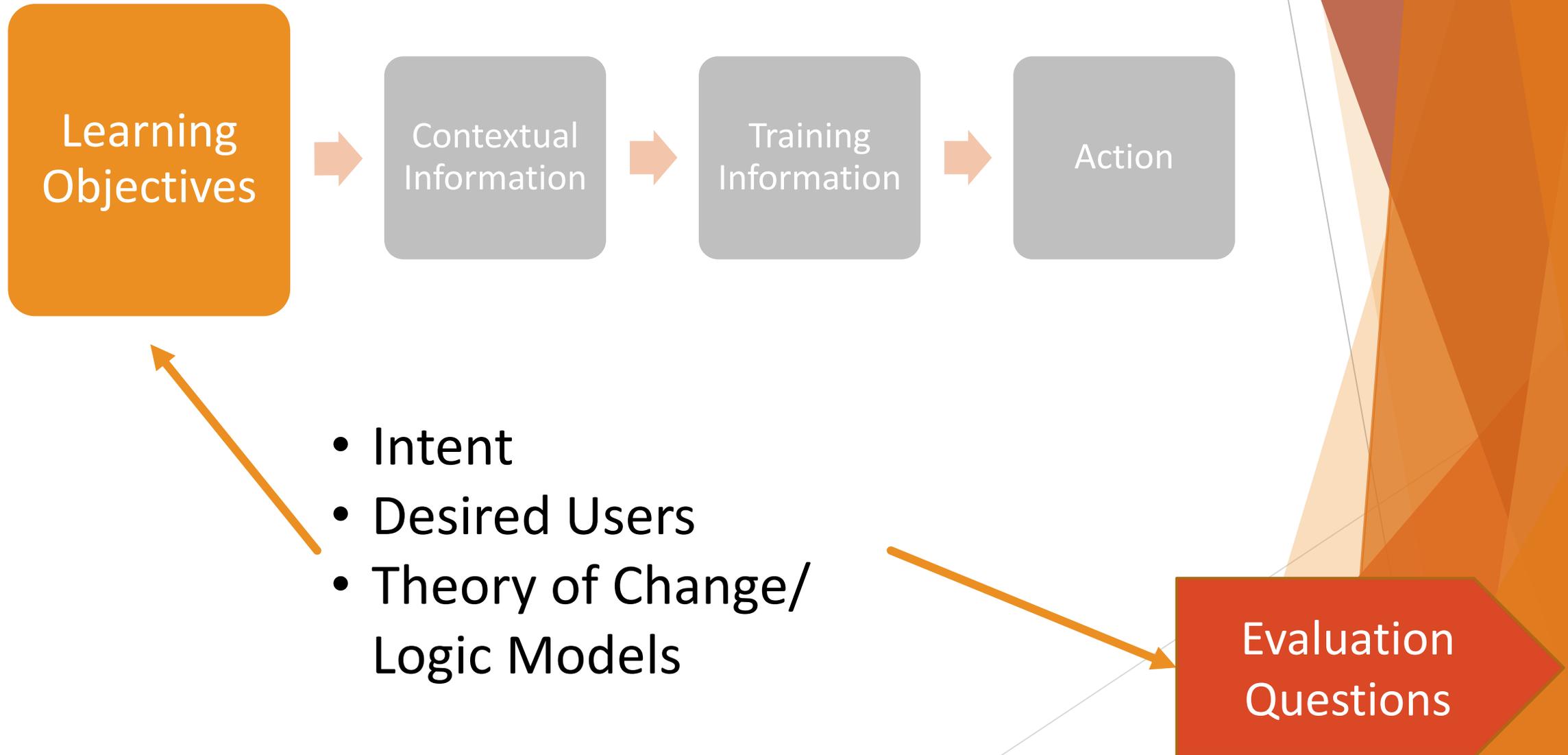
Designing Management Training



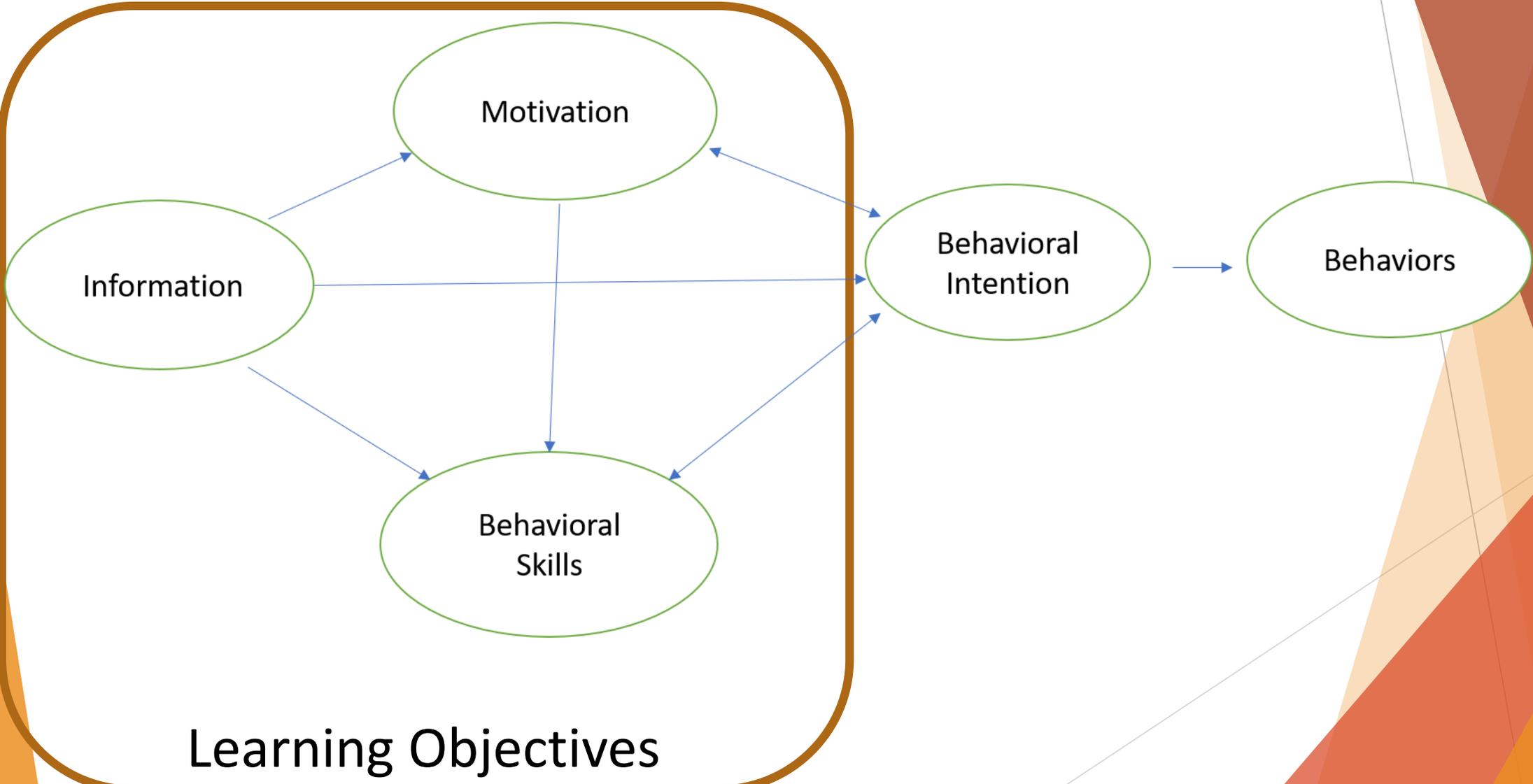
Designing Management Training



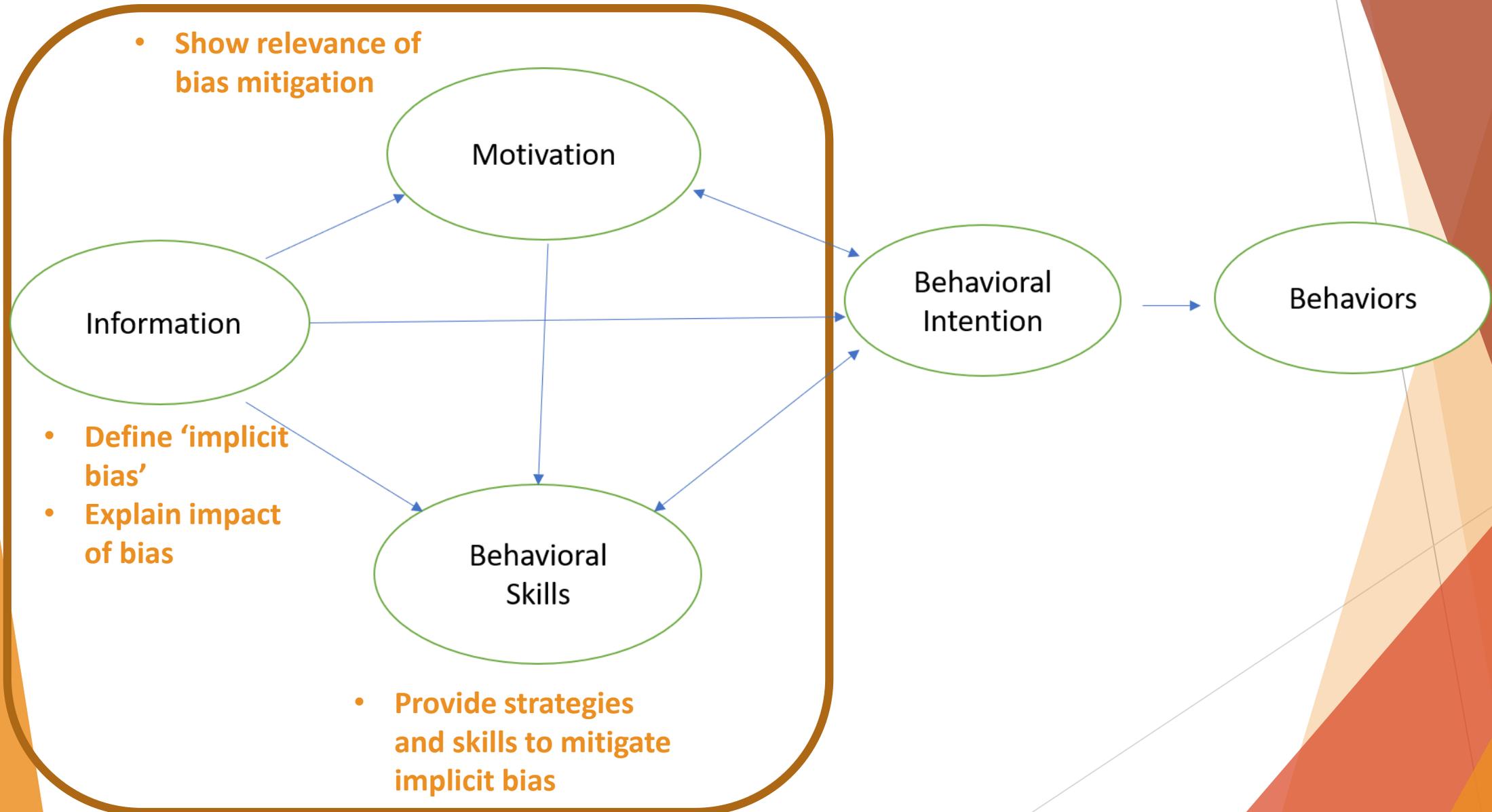
Learning Objectives & Evaluation Questions



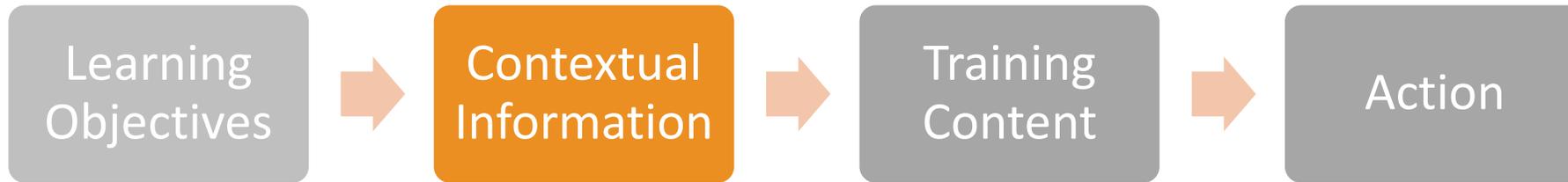
Logic Model Informs Learning Objectives



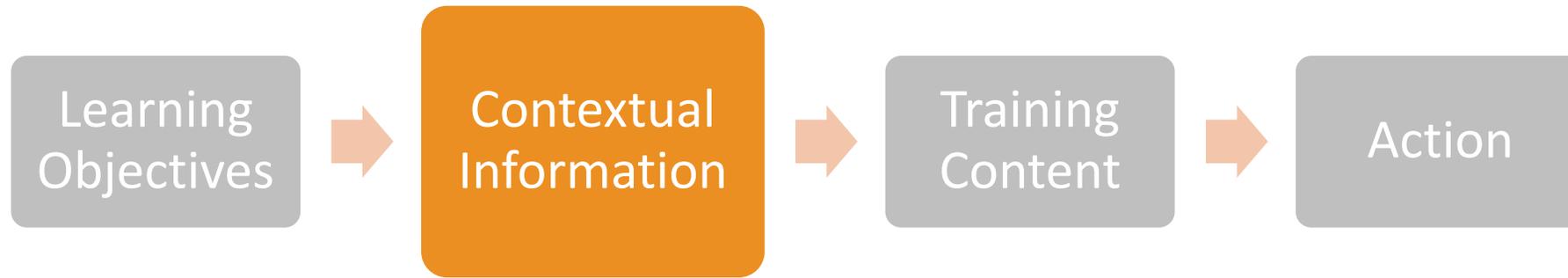
Learning Objectives: Implicit Bias Training



Designing Management Training



Getting Data about Context and Current State

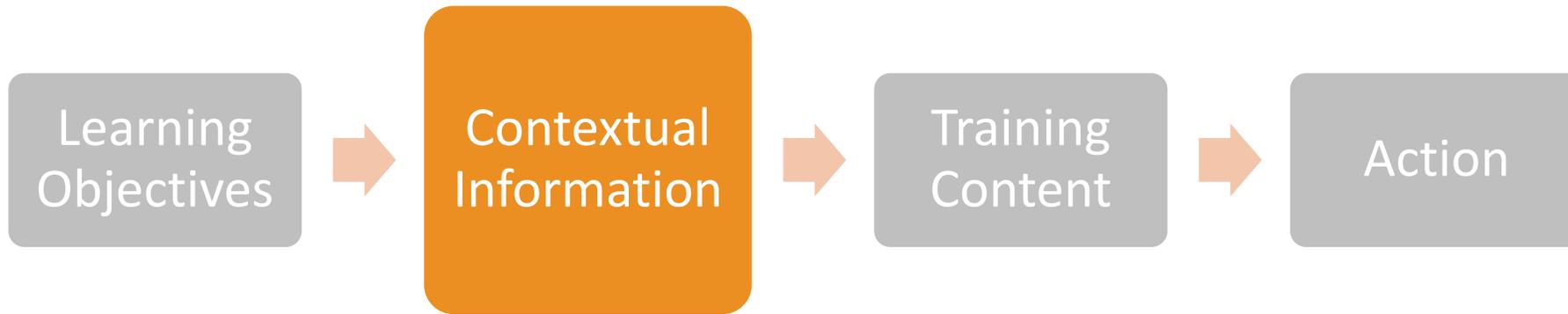


- Surveys, Observations, Interviews, Artifact Review, Performance Data, etc.

Data Collection & Analysis

A large red arrow points from the left towards the text 'Data Collection & Analysis'. The arrow is thick and has a white outline. The text is white and centered within the arrow's tip.

Creating Understanding

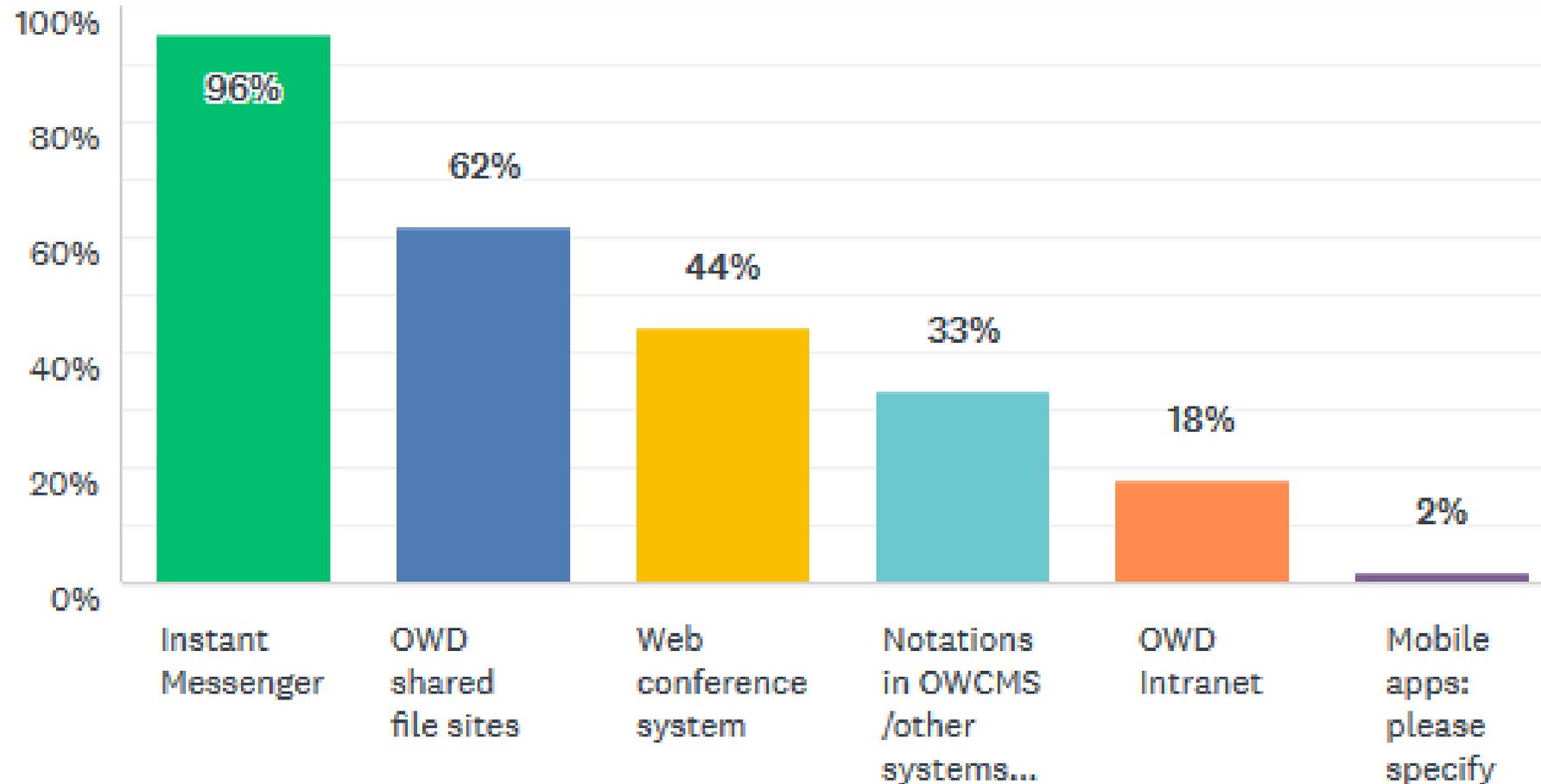


- Thematic Coding and Descriptive Statistics

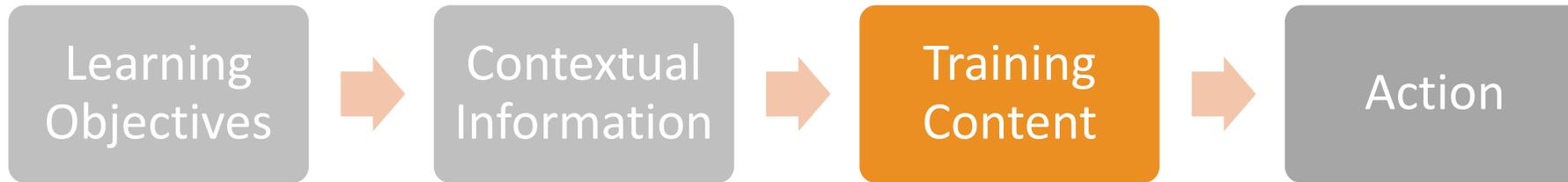
Data Collection & Analysis

Surveys for Context: Use of Instant Messenger

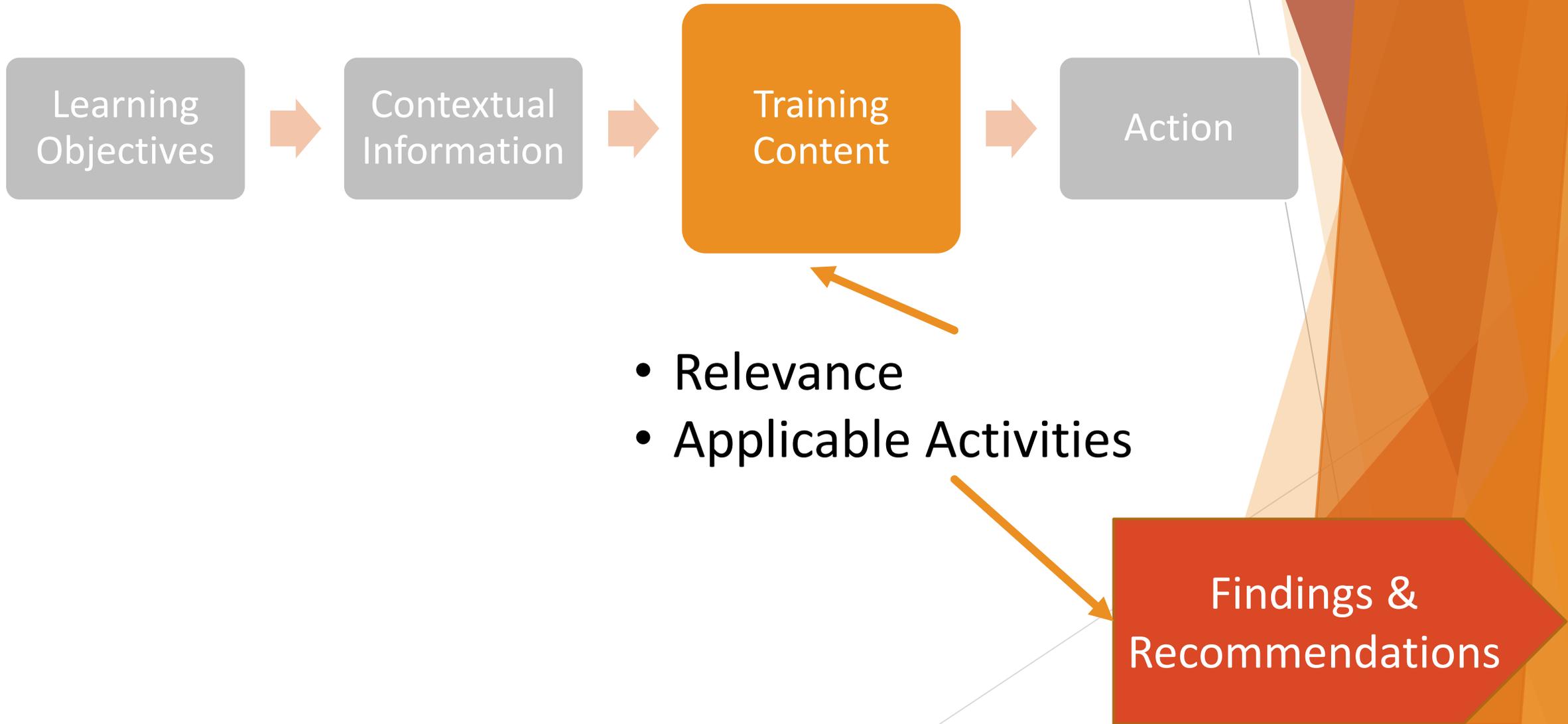
What technology, beside email and phone, do you use to collaborate with team members?



Designing Management Training



Shaping Content



Content: Using Instant Messenger in Management

Needs reassurance;
positive re-
inforcement

Learning
the game

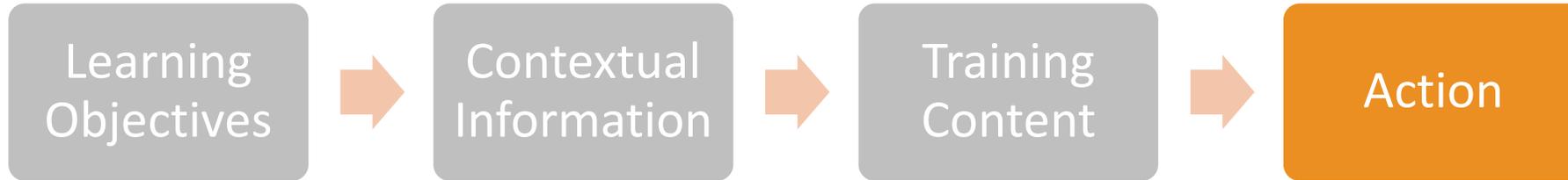
First losses
or setbacks

Wins by luck,
Wins by skill

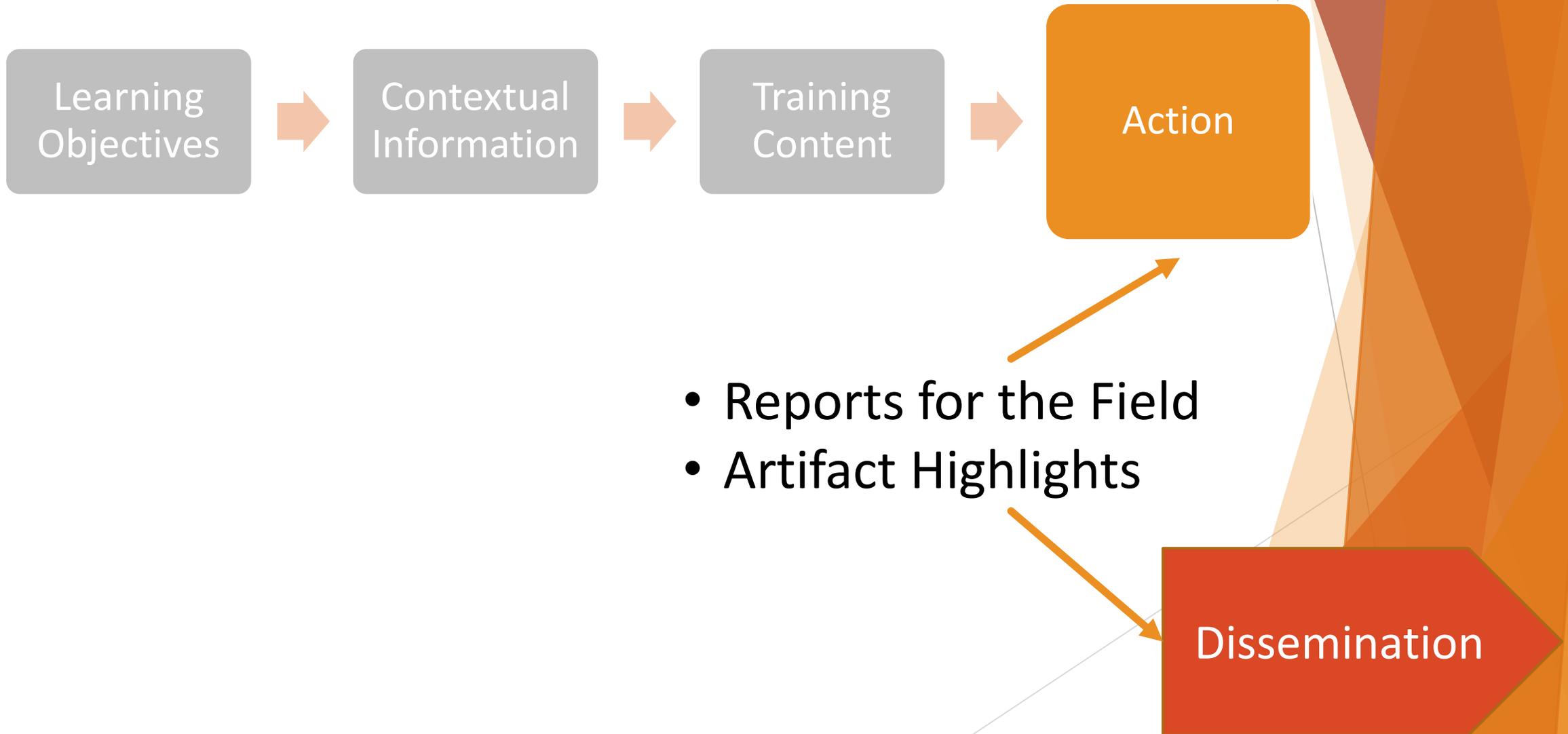
Confident,
consistent
play

Do "IM" pep talks;
Be specific about
feedback

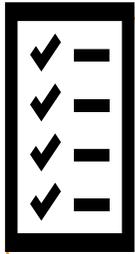
Designing Management Training



Use of Training Knowledge and Results



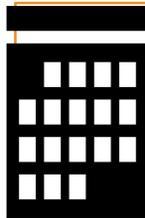
Post-Training Resources



**Evidence-based
Next Steps**



Effective Resources



Continuous
Improvement Timeline

Post-Training Resources



Evidence-based
Next Steps

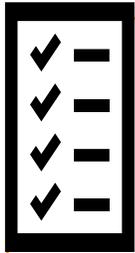


Effective Resources



Continuous
Improvement Timeline

Post-Training Resources



Evidence-based
Next Steps

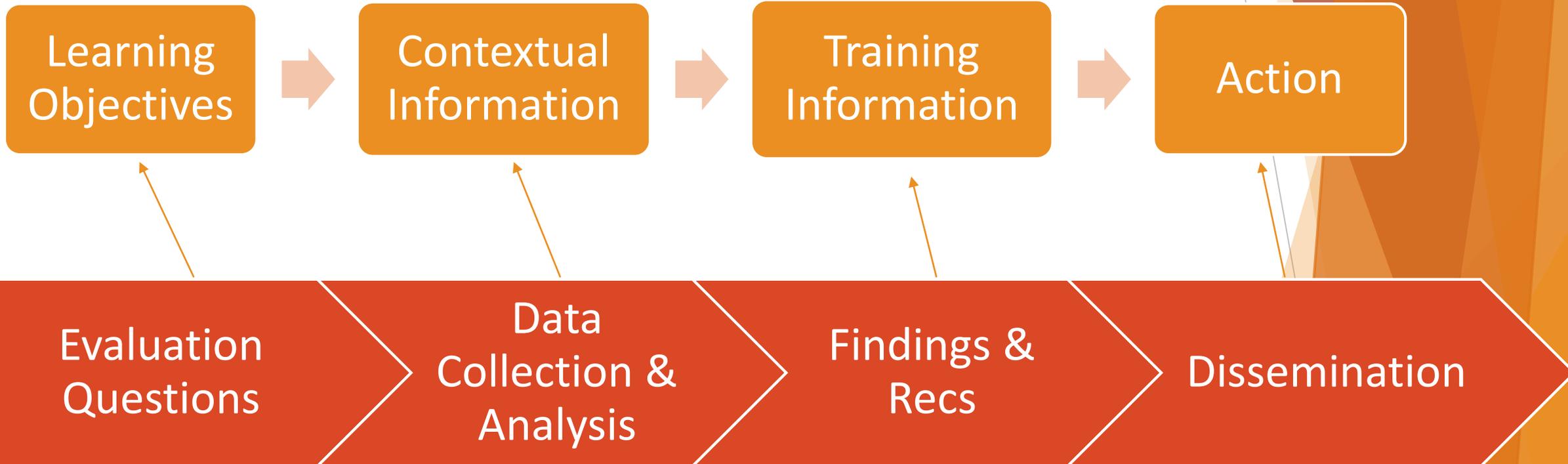


Effective Artifacts



**Continuous
Improvement Timeline**

Training & Evaluation Design





www.scalestrategicsolutions.com

Thank You!

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