

LTSF20 D2S3: Solve impact mysteries like an L&D detective

Kevin Yates – Questions

Virginie Chasseriau: If you have any question for Kevin, please ask them here.

jason-louise graham: will you share relevant resource links and presentation after the session ?

chloe.wheywell@swarovski.com: What measurements and how do you prove ROI?

Virginie Chasseriau: @JAsOn, yes we will, at the end

James Booth: we are keeping questions here so that they don't get lost in the huge chat box

Liz S: Do you think it's possible to have realistic targets for performance in the voluntary sector and how can we measure when people don't want it to be like 'work'?

Rian @BHF: yes to all 6?

Sultana: not all 6!

Sultana: 4/6 is yes

Con - Skillslive Learn: What is the connection between causation and environment?

Martin Spence: When would you consider these questions?

Mike Bedford: @martin at the beginning!

Michelle: its more difficult when around behaviours and what is impacting those behaviours - esp. if influences from above

Con - Skillslive Learn: What about Behavioural Performance?

Michelle: what i mean is in the diagnosis to find the appropriate response

Con - Skillslive Learn: What about asking their managers how their performance has improved?

Thandie: performance and learning are measured but what about behaviour and attitudes as something to measure?

Krys Gadd: How reliable is asking people how much their own performance has improved?

Con - Skillslive Learn: @Thandie - exactly my point

Con - Skillslive Learn: Not all learning programs are about performance improvement

Thandie: are you using ROI or ROE? which is better?

Martin Spence: I was thinking that too Krys Gadd

Anita Page: Have you got any examples of programmes that are not about performance improvement Con-Skillslive?

Seaneen McGrugan: How would you measure/ investigate business performance, in a large organisation where the goals of some parts of the business may vary?

Jez Anderson 2: Where does your data come from?

Thandie: how you counter the challenges of self-measurement- your asking ppl to measure themselves its subjective.. is this reliable

Con - Skillslive Learn: @anita - Increase in fraud reporting - which in fact is a detraction in performance

diarni: Sorry, please briefly explain again what the control group is

Krys Gadd: How do you ensure that the test and control groups are comparable? In large orgn's may be easier but in small organisations?

Carole McColl: How is this compared with the voluntary sector

Michelle: will we get a copy of the slides?

Con - Skillslive Learn: Control Group is the Placebo group?

Krys Gadd: The test group were better at start?

Virginie Chasseriau: @Michelle, yes slides will be available at the end of the presentation.

Chantellr: Could this be sharing knowledge within the business from those who did do the training?

Jonathan P: Doesn't this depend on what the axes represent? Perhaps this is something we want reduced (e.g. complaints)

Krys Gadd: How do you select the test and control groups for a good comparison?

Anita Page: @Chantellr I thought the same. Perhaps they were already high performers and inadvertently shared knowledge.

Susie Finch: I'd love to know how many orgs you think are using A/B testing Kevin

victoria: how do you measure shifts in behaviours and attitudes?

Con - Skillslive Learn: @victori great question

Thandie: its all process and performance driven and there seems to be move towards being ppl driven, ie measuring ppl's sense of belonging in an organisation. how do you measure the impact of that using learning and performance

Marie Andervin: Is there a difference between performance and employee contribution?

Sultana: Thank you

Sandi Rodman: How do you convince sponsors to consider impact?

Mark: Have you written a book about this? If not, is there one you can recommend?

Andy Wooler: @kevin - you are missing something <https://amzn.to/2Zq1RUD>

Tom: My question would be: how is it possible to consider the performance changes as facts and evidence when the scope of variables is quite limited? If we're only monitoring for training, then of course the end result will be performance spikes. This doesn't factor in the other variables around, say, profit boosts and etc. My concern is, it seems interpretable however we want rather than being an objective truth?

Mike Bedford: We're buzzing off your energy Kev! :)

Michelle: agreed Tom

Fred Wilson: test and control group analysis credibility and validity lies in group assembly..how do you ensure comparative group make ups?

Susie Finch: Love that Andy!

LIZ HARRIS: Hi Kevin, loving your energy! Can i ask - what if you can't get a senior enough sponsor to get answers to these questions?

Mike Bedford: Focus on business paradigms not L&D's - love it!

Andy Wooler: To a degree, you need to know these before you make the platform decision that is going to deliver the training. eg. can you get the data you need from the content?

Chantellr: How could you measure engagement in training rather than just participation and see how this relates to impact?

Shelley: can contributors and cohort be the same people or are they always different?

Susie Finch: There's definitely a book here Kevin - I hope you are writing one!

Liz S: Do you think it's possible to have realistic targets for performance in the voluntary sector and how can we measure when people don't want it to be like 'work'?

Mike Bedford: It's qualitative feedback right? there's value on that as part of the investigation?

Szilvia orsos: You have mentioned earlier the things we should not measure, what are those and why ?

Mike Bedford: Question for Kevin. As L&D pro's we need to get better at telling stories with Data right?

Tom: I do agree that most people are honest - however, given the statistical rise in machiavellian, psychopathic and narcissistic traits (especially in the work place) is it reasonable to keep assuming honesty when the working environment actively encourages lying and politics? Following Darwinian evolution, if the environment dictates those traits succeed then those traits will be prevalent.

Con - Skillslive Learn: @Mike - check out Performance Story Reporting

Jerry A: Why not just compare performance post training with pre training performance and look to balance the baselines

Donal Prior: How do you isolate cause and effect for learning when there are so many other factors impacting performance - even in control groups?

Mike Bedford: Some great tools Kevin for challenging the status quo and reframing the position of L&D as order taker to strategic partner focussed on business outcomes :)

Donal Prior: Great - thanks Kevin!!

Sultana: thank you!

Mihaela: Great!