

Learning the Secret of Developing an Award Winning Training Program

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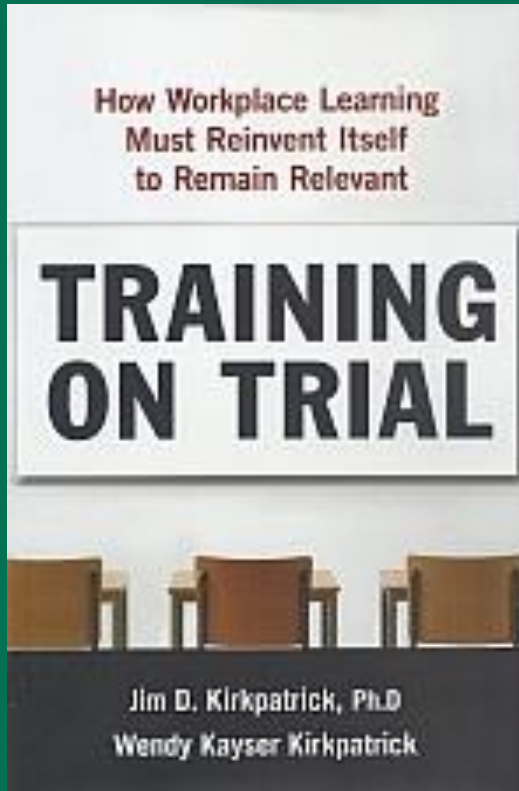
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Rail Conference



Chain of Evidence



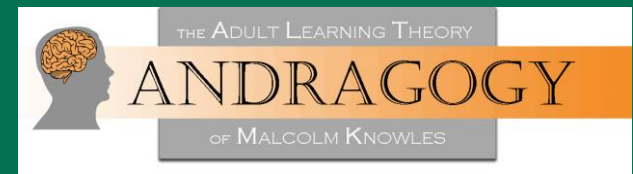
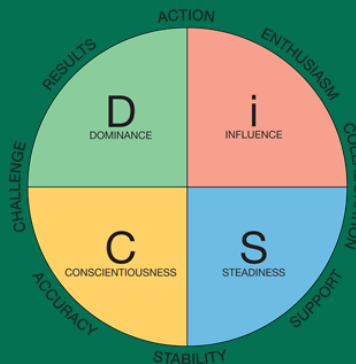
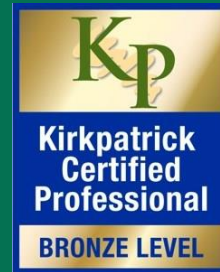
Chain of Evidence: Quantitative and qualitative data at each of the four levels that collectively demonstrate the value obtained from an initiative.

Are your training programs Innocent or Guilty?



Educating Our Staff

- Kirkpatrick Bronze Level
- Master Trainer
- 3-Day Annual Retreat
- Gardner's Theory of Multiple Intelligence
- Gagne's 9 events of Instruction
- Malcolm Knowles Andragogy (Adult Learning Theory)
- Disc Assessments



Why Evaluate?

To Improve the Program



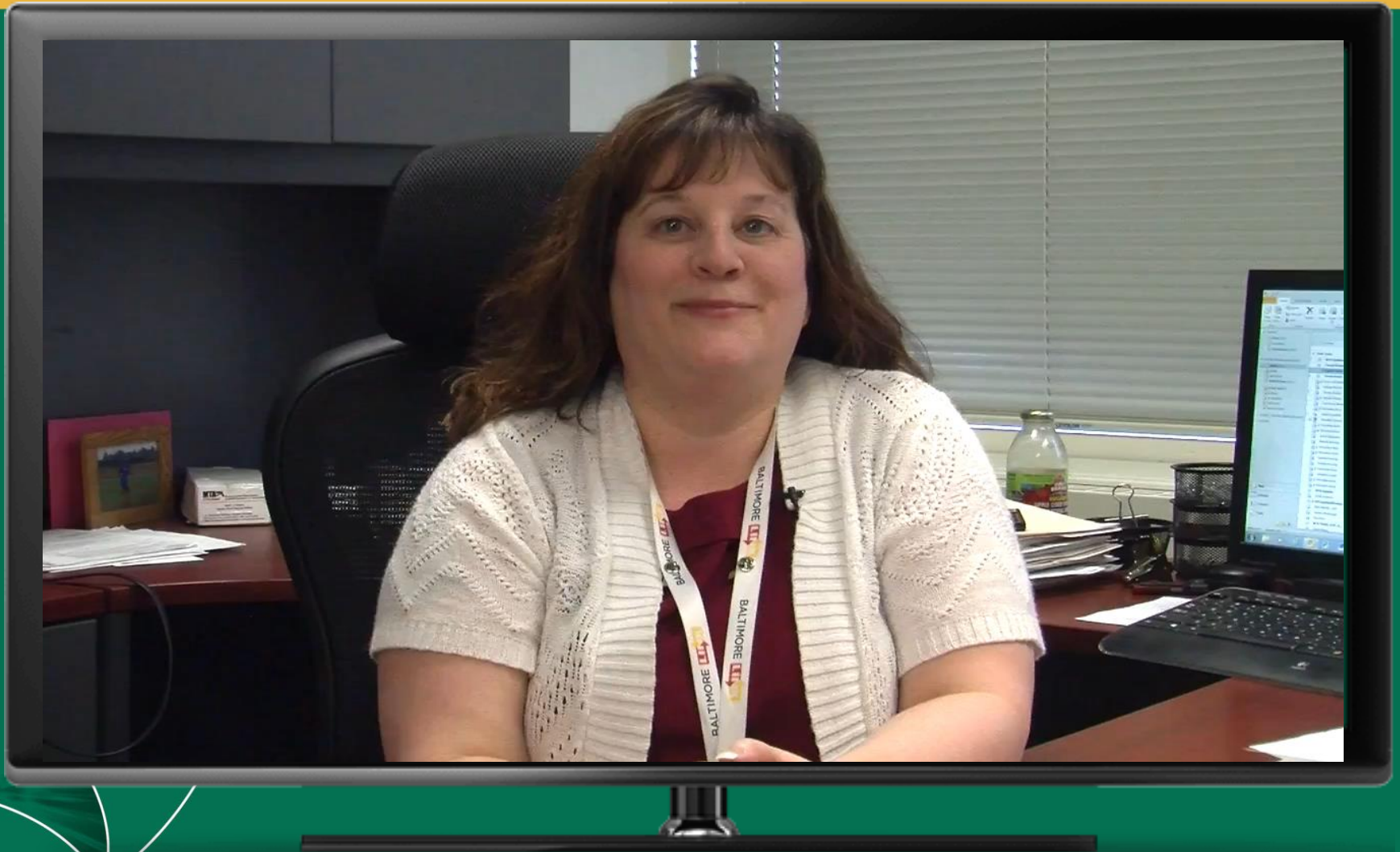
Effective Training: Well-received training that provides relevant knowledge and skills to the participants and the confidence to apply them on the job.

Transfer of learning to behavior and subsequent organizational results



Training Effectiveness: Training and follow-up leading to improved job performance that positively contributes to key organizational results.

Show Value of Training to the Operation



Kirkpatrick 4 Levels

THE KIRKPATRICK MODEL



Level 1: Reaction

To what degree participants react favorably to the learning event

Level 2: Learning

To what degree participants acquire the intended knowledge, skills and attitudes based on their participation in the learning event

Level 3: Behavior

To what degree participants apply what they learned during training when they are back on the job

Level 4: Results

To what degree targeted outcomes occur as a result of learning event(s) and subsequent reinforcement

Sample of Level 1 Evaluation Analysis Chart

QUESTION	# RESPONSES	ANSWERS
Course Learning Activities The learning activities helped to reinforce what I was taught in the class.	919	<p>A horizontal bar chart with a 0% to 100% scale. The bar is divided into four segments: 1.3% (red), 34.8% (yellow), 33.8% (green), and 20.1% (dark green).</p>
Participation and interaction among participants were encouraged.	917	<p>A horizontal bar chart with a 0% to 100% scale. The bar is divided into four segments: 2.5% (red), 32.8% (yellow), 33.8% (green), and 20.9% (dark green).</p>
The variety of methods used to present the content contributed to my level of engagement.	898	<p>A horizontal bar chart with a 0% to 100% scale. The bar is divided into four segments: 2.5% (red), 34.9% (yellow), 33.8% (green), and 20.8% (dark green).</p>
Section Averages: 3.62		
Training Environment The training environment was conducive to my learning experience.	915	<p>A horizontal bar chart with a 0% to 100% scale. The bar is divided into four segments: 1.3% (red), 34% (yellow), 33.8% (green), and 20.9% (dark green).</p>
Section Averages: 3.62		
Confidence/Commitment I am confident that I can apply what I learned to my job.	910	<p>A horizontal bar chart with a 0% to 100% scale. The bar is divided into four segments: 2.3% (red), 36.8% (yellow), 33.8% (green), and 20.9% (dark green).</p>
I am committed to using the knowledge, awareness and/or skills I learned to do my job.	902	<p>A horizontal bar chart with a 0% to 100% scale. The bar is divided into four segments: 1.3% (red), 34.2% (yellow), 33.8% (green), and 20.7% (dark green).</p>
Section Averages: 3.69		
Learning Style Preference I learn best when the material is presented to me in the following format:	820	<p>A horizontal bar chart with a 0% to 100% scale. The bar is divided into four segments: 84% (blue), 13.8% (light blue), 2.2% (medium blue), and 0% (dark blue).</p>
Instructors The presentation style of the instructor helped me to learn.	909	<p>A horizontal bar chart with a 0% to 100% scale. The bar is divided into four segments: 1.3% (red), 33.7% (yellow), 33.8% (green), and 21.2% (dark green).</p>
The instructor demonstrated subject matter expertise.	909	<p>A horizontal bar chart with a 0% to 100% scale. The bar is divided into four segments: 1.3% (red), 31.4% (yellow), 33.8% (green), and 23.5% (dark green).</p>
The instructor was prepared and organized.		

Sample of Level 2 Assessment Analysis

M	--	11/10/2016	c	a	d	d	d	d	c	a	a	c	b	c	c	a	c	b	b	d	d	a	a	c	d	c	b	20	80%
M	--	11/10/2016	c	a	d	d	d	d	c	a	a	c	b	c	c	a	c	b	b	d	a	a	d	a	d	c	b	20	80%
M	--	11/10/2016	c	a	d	d	d	d	c	a	a	c	b	c	c	a	c	b	b	d	d	a	a	c	d	c	b	20	80%
M	--	11/10/2016	c	a	d	d	d	d	c	a	a	c	b	c	c	a	c	b	b	d	a	a	d	a	d	c	b	20	80%
M	--	11/10/2016	c	a	d	d	d	d	c	a	a	c	b	c	c	a	c	b	b	d	a	a	d	a	d	c	b	20	80%
F	<1	11/17/2016	c	a	d	b	c	a	c	a	b	d	b	c	b	a	c	b	b	d	d	a	d	d	d	c	b	22	88%
M	--	11/17/2016	c	a	d	c	c	a	c	a	a	b	b	c	b	a	c	b	c	d	d	a	d	d	d	c	b	21	84%
M	--	11/17/2016	c	a	d	c	c	a	c	a	a	d	b	c	b	a	c	b	c	d	d	a	d	d	d	c	b	22	88%
M	--	11/17/2017	c	a	d	c	c	a	c	a	a	d	b	c	b	a	c	b	c	d	d	a	d	d	d	c	b	22	88%
F	<1	11/17/2016	c	a	d	c	c	a	c	a	a	d	b	c	a	c	b	b	b	d	d	a	d	d	d	c	b	20	80%
M	--	11/18/2016	c	a	d	d	c	d	c	a	a	d	a	c	b	a	c	c	b	d	d	a	d	d	d	c	b	23	92%
M	1-2	11/18/2016	c	a	d	d	c	d	c	a	a	d	b	c	b	a	c	b	b	d	d	a	d	d	d	c	b	25	100%
M	--	11/18/2016	c	a	d	d	c	d	c	d	a	d	b	c	b	a	c	c	b	d	d	a	d	d	d	c	b	23	92%
M	--	12/02/2016	c	a	d	d	d	d	c	a	b	d	b	c	b	a	c	b	b	d	d	a	d	d	d	b	b	22	88%
M	--	12/02/2016	c	a	d	d	c	d	c	a	a	d	b	c	b	a	c	b	b	d	d	a	d	d	d	c	b	25	100%
M	6-10	12/02/2016	c	a	d	d	c	d	c	a	a	d	b	c	b	a	c	b	b	d	d	a	d	d	d	c	b	25	100%
M	--	12/02/2016	c	a	d	d	c	d	c	a	a	d	b	c	b	a	c	b	b	d	d	a	d	d	d	c	b	25	100%
M	--	12/02/2016	c	a	d	d	c	d	c	a	b	d	b	c	b	a	c	b	b	d	b	a	d	d	d	b	b	22	88%
M	--	12/07/2016	c	a	d	d	c	d	c	a	a	b	b	c	b	a	c	b	b	d	d	a	d	d	d	c	b	24	96%
M	--	12/07/2016	c	a	d	d	c	d	c	a	a	d	b	c	b	a	c	b	b	d	d	a	d	d	d	c	b	25	100%
M	--	12/07/2016	c	a	d	d	c	d	c	a	a	a	d	c	b	a	c	b	b	b	a	d	d	d	d	c	b	20	80%
M	--	12/07/2016	b	c	d	c	c	d	c	a	a	d	b	c	b	a	c	b	c	d	d	a	d	d	d	c	b	21	84%
M	--	12/08/2016	c	a	d	d	c	d	c	b	a	d	b	c	b	b	c	b	b	d	d	a	d	d	d	c	b	23	92%
M	--	12/08/2016	c	a	d	b	c	a	c	a	a	d	b	c	b	a	c	b	b	d	d	a	d	b	d	c	b	22	88%
M	--	12/08/2016	c	a	d	d	c	d	c	a	a	d	b	c	b	a	c	b	b	d	d	a	d	d	d	c	b	25	100%
M	--	12/08/2016	c	a	d	d	c	d	c	a	a	d	b	c	b	a	c	b	b	d	d	a	d	d	d	c	b	25	100%
M	--	12/08/2016	c	d	d	d	c	d	c	a	a	d	b	c	b	a	c	c	c	d	d	a	d	d	d	c	b	22	88%
M	--	12/08/2016	c	a	d	c	c	d	c	a	a	d	b	c	b	a	c	c	b	d	d	a	d	d	d	c	b	23	92%

GOLD Award for Light Rail Safety



**Light Rail Railroad
Worker Protection
Training Program
results in zero
employee injuries
and fatalities**

MTA was able to use the Light Rail RWP as a best practice program and has implemented a RWP Training Program at its Metro mode in March 2016.

Secret to Award Winning Training Programs Resulting in Increased Safety

Chain of Evidence



- I. **Leadership** – Influence, Innovation and Leadership
- II. **Mission Driven vs. Position Driven**
- III. **Evaluation Champions** – talk with operational leaders and ask for information and data
- IV. **Shining Stars**
- V. **A robust training evaluation plan** that shows the value of your training.