

KIRKPATRICK MODEL

The Kirkpatrick Model focuses on an international standard. This model evaluates the effectiveness and success of training. The model focuses on any type of training conducted either formal or informal. The evaluation fundamentally looks at four key levels which are Reaction, Learning measures, Behaviour standards and Results. Many believe that as you progressive to each level the evaluation becomes that more difficult and requires more time hence it is important to consider starting from level 4 to level 1 to measure and understand the holistic requirement. When done strategically, reaching these levels does not have to be any more expensive or time consuming, but will still help to ensure on-the-job performance of learned behaviours and skills.

Let us look briefly at each of these four key levels:

The Kirkpatrick Model

Level 1: Reaction

The degree to which participants find the training favourable, engaging and relevant to their jobs

Level 2: Learning

The degree to which participants acquire the intended knowledge, skills, attitude, confidence and commitment based on their participation in the training

Level 3: Behaviour

The degree to which participants apply what they learned during training when they are back on the job

Level 4: Results

The degree to which targeted outcomes occur as a result of the training and the support and accountability package