

Assessment 14-1: Training Ain't Performance Individual Evaluation

Dimension	State A	1	2	3	4	5	6	7	8	9	10	State Z
My mission	To train learners based on client requests, stated needs, and/or organizational decisions	—	—	—	—	—	—	—	—	—	—	To build and support performance in ways all stakeholders value
How I am viewed by management and clients	Primarily as a deliverer of knowledge and skills content	—	—	—	—	—	—	—	—	—	—	Primarily as an expert and a partner in helping achieve desired, valued performance from people
Work style	Reactive; gatherer of training requests/requirements, and deliverer of instruction according to client demands	—	—	—	—	—	—	—	—	—	—	Proactive; partner-consultant helping clients define needs, and select and apply a range of interventions that build and support performance success
Products and services	Training programs and curricula; manuals and reference guides for learning	—	—	—	—	—	—	—	—	—	—	Performance gap analyses; consulting services to improve and support performance; broad range of performance support interventions; performance evaluation
Needs assessment process	Gather leader and client perceptions of training and development needs	—	—	—	—	—	—	—	—	—	—	Front-end analyses; performance discrepancy analyses; business case/return-on-investment studies
Evaluation process	Measure learner reactions to training; provide statistics on numbers trained/certified	—	—	—	—	—	—	—	—	—	—	Demonstrate bottom-line performance, business value, and return-on-investment
Accountabilities	I am measured on how well and how many I train	—	—	—	—	—	—	—	—	—	—	I am measured on my bottom-line impact—my measurable contributions to organizational goals and objectives