

Prolix Innovation: Learning Environment Assessment for Performance Improvement



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Supported by
Prolix und Prolearn



KNOWLEDGE MARKETS

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HUMAN RESOURCES



Status Quo of Learning Environment Assessment

Focusing on:

Employee
(Learner)



Trainer

■ External ■ Internal

Status Quo of Learning Environment Assessment

Using instruments like:

Employee
(Learner)



Trainer

Feedbackbogen

Sehr geehrte Teilnehmerin, sehr geehrter Teilnehmer,
wir möchten unser Angebot auf hohem Niveau weiterentwickeln und bitten Sie deshalb um Ihre Mit-
hilfe. Bitte bewerten Sie dazu die nachfolgenden Fragen nach dem „Schulnotensystem“ von 1 bis 6.

Veranstaltungsinhalt:

1. Wie aktuell sind die behandelten Themen in Bezug auf Ihre tägliche Arbeit?

()
()

2. Wie gut ist das Seminar-/Veranstaltungskonzept?

()
()

3. Wie beurteilen Sie die TrainerInnen insgesamt?

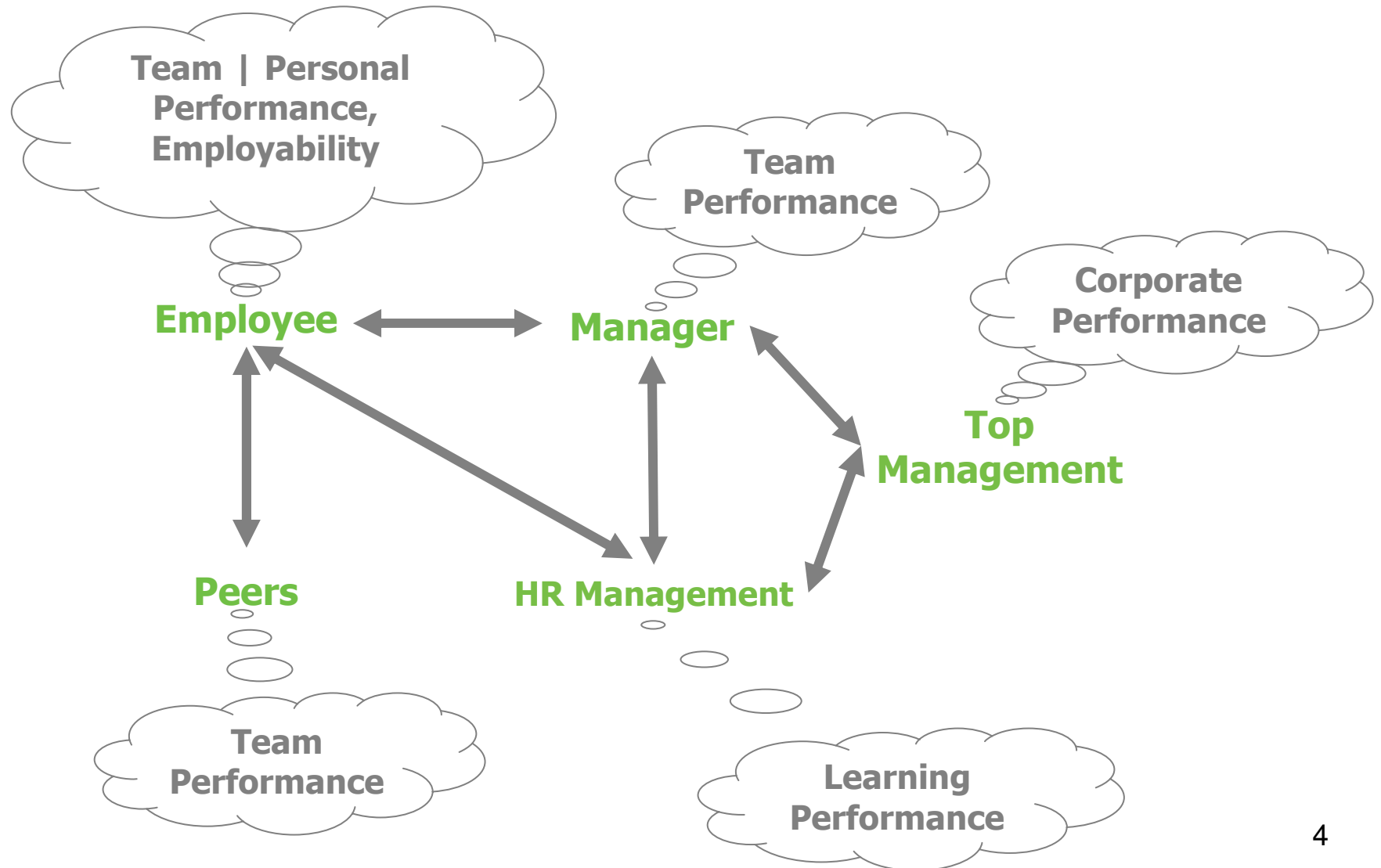
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4. Wie hilfreich sind die Veranstaltungsunterlagen für Sie?

()
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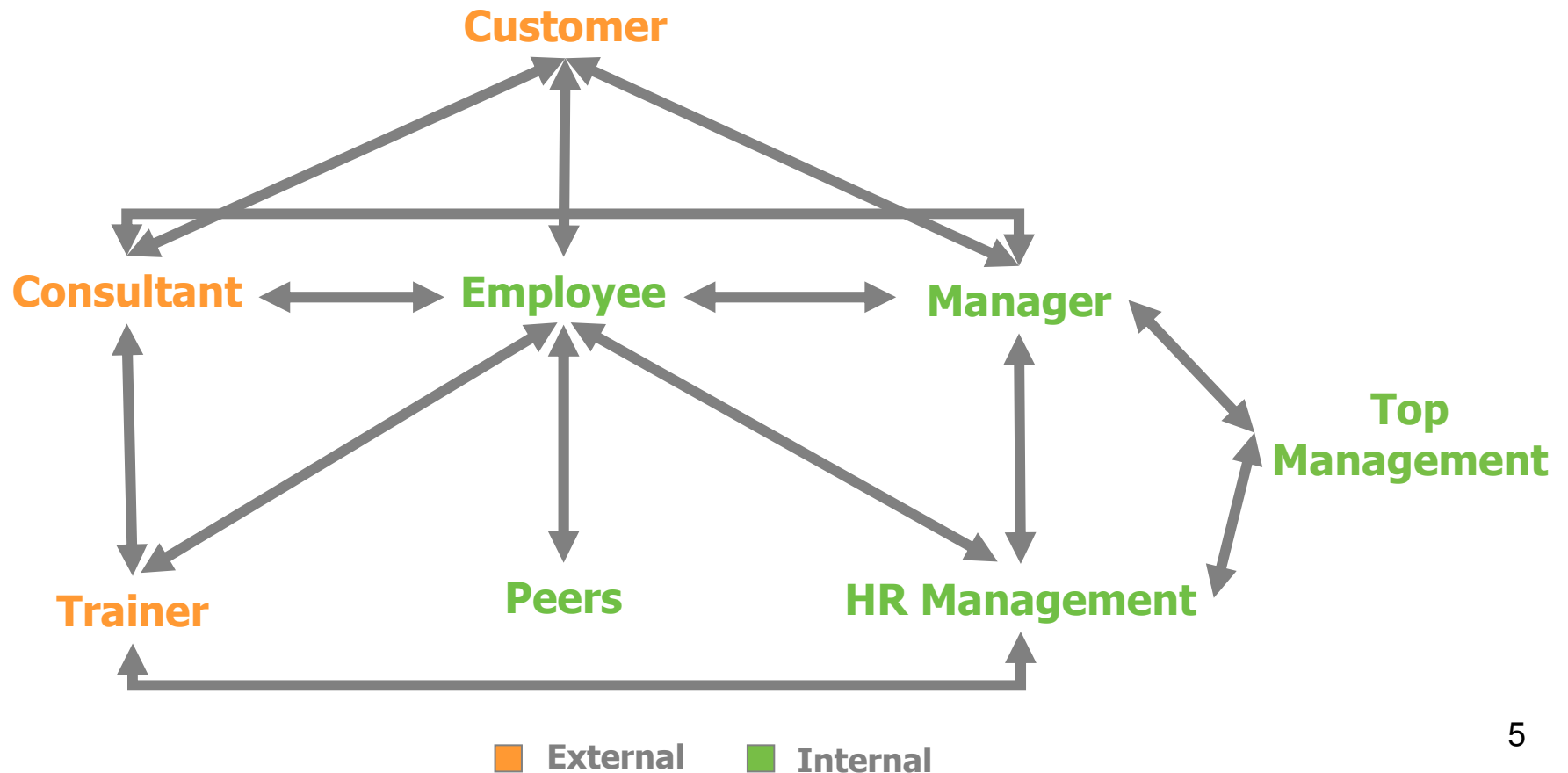
5. Wie ist Ihr Gesamteindruck von der Veranstaltung? ()

Unfortunately, the Problem is far more complex: Drivers for Learning & Performance Improvement



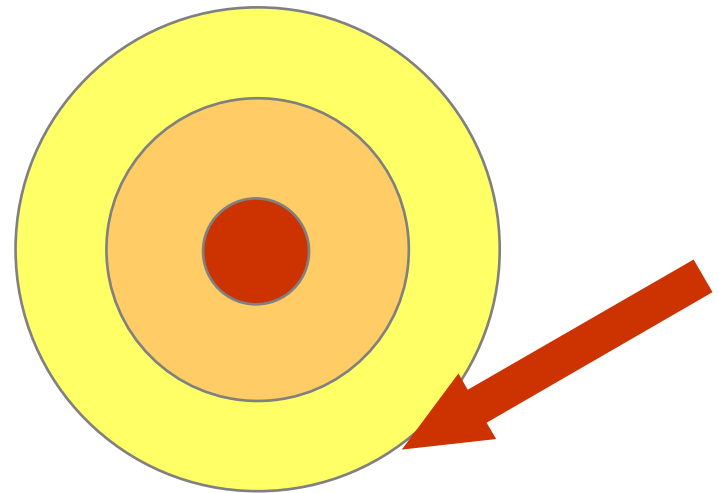
... and even more complex:

**Learning & performance improvement projects
need to serve a complex,
shared-service environment**



Learning & Performance Improvement Projects fail, because of ...

- Lack of communication between stakeholders
 - Communication of goals, progress, results
- Lack of valid instruments
- Lack of methodologies



Failure results in ...

... opportunities not seized:

- performance improvement through training
- less transfer (managers, peers not involved)
- effective training (more learning)
- efficient training (right learning formats)

Less than 60% of all corporate learning activities are perceived as effective and efficient

(McKinsey 2003)

Learning & Performance Improvement Projects

Employees	Training Investments per Employee p.a.*	Money lost p.a.
100	€ 1000	€ 40.000
500	€ 1000	€ 200.000
1.000	€ 1000	€ 400.000

Learning & Performance Improvement Solutions

Phase I

- Learning Environment Assessment:
 - Collect feedback about effectiveness
- Reengineering of business processes
 - through learning & performance improvement lens
 - using KDML or performance interviews
- Redesign of instruments
- 'Managing the Informal'-Methodology

Phase II

- Implement processes, tool-support, and instruments
- Carry out HR development

Phase III

- Evaluate and improve

Institutions that we have served with Learning Environment Assessment



10.000 Data Sets:

- Financial Services
- Production
- Non-Profit Organizations
- Large | Small & Medium-Sized Organizations

Learning Environment Assessment: The 10-Step Process

1. Identify stakeholders and
2. Capture properties of organizational environment
3. Select metrics and scales
4. Create and adapt questionnaire for survey
5. Roll-out survey
6. Analyze results and create first version of report
7. Discuss results
8. Develop recommendations and final version of report
9. Communicate final version of report
10. Decide on follow-up actions

Example of a Scale for a Qualitative Edumetric

„Perceived Organisational Value and Impact“ Scale

	Strongly Disagree	→	Strongly Agree
The learning activities I participated in improved my job performance.	o1	o2	o3 o4 o5
The learning activities increased my productivity.	o1	o2	o3 o4 o5
The learning activities helped me to reach my job-related goals.	o1	o2	o3 o4 o5
The attended learning activities have been useful for progressing in my career.	o1	o2	o3 o4 o5
	Stimme gar nicht zu	→	Stimme sehr zu
Durch die Fortbildung verbesserte sich meine berufliche Leistung.	o1	o2	o3 o4 o5
Durch die Fortbildung erhöhte sich meine Produktivität.	o1	o2	o3 o4 o5
Durch die Fortbildung kann ich meine beruflichen Ziele besser erreichen.	o1	o2	o3 o4 o5
Die besuchten Fortbildungsmaßnahmen sind für meinen beruflichen Erfolg nützlich.	o1	o2	o3 o4 o5

Reliability: 0.84 (Cronbach Alpha)

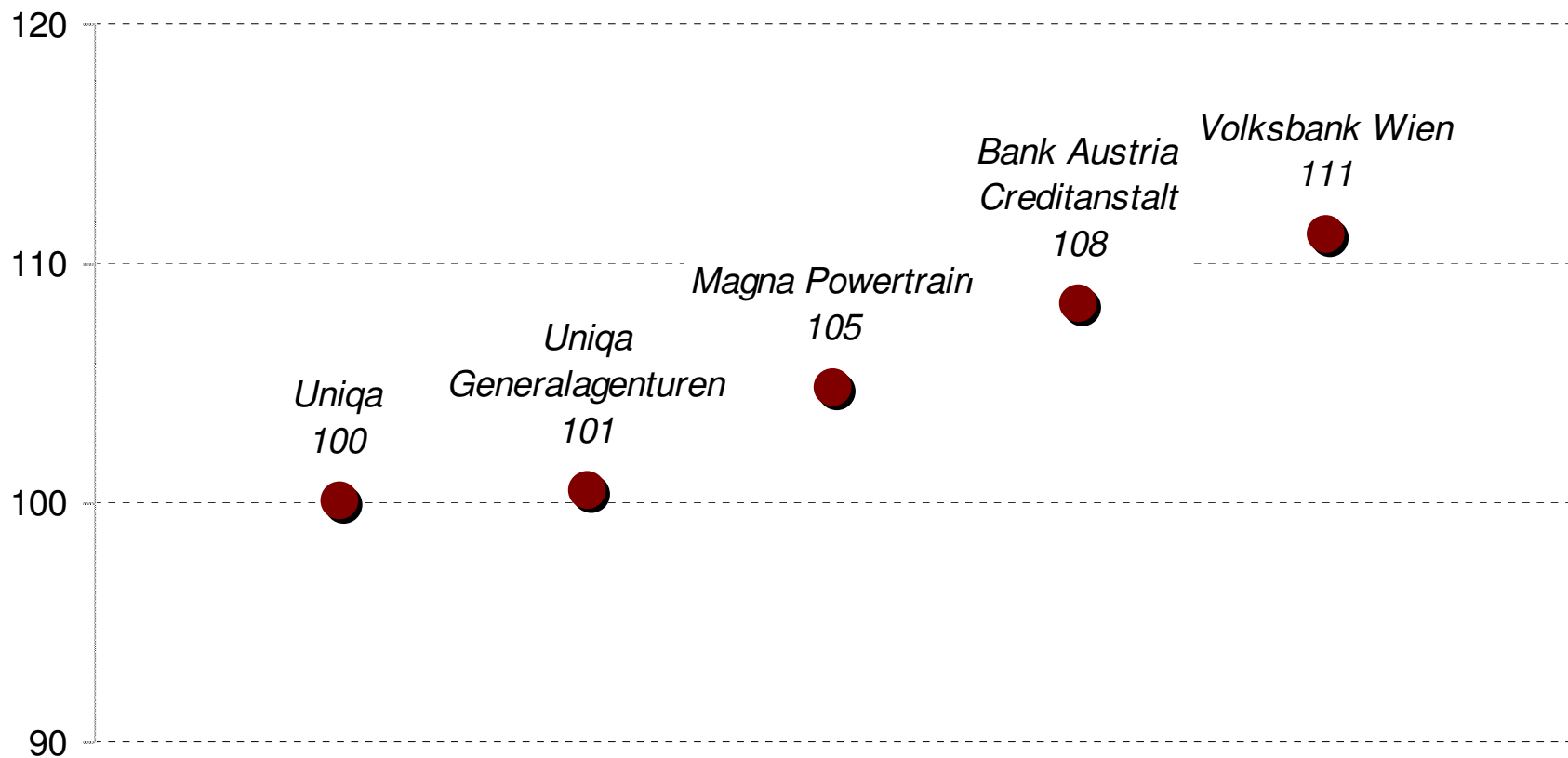
What institutions get out of Learning Environment Assessment:

A personalized report summarizing:

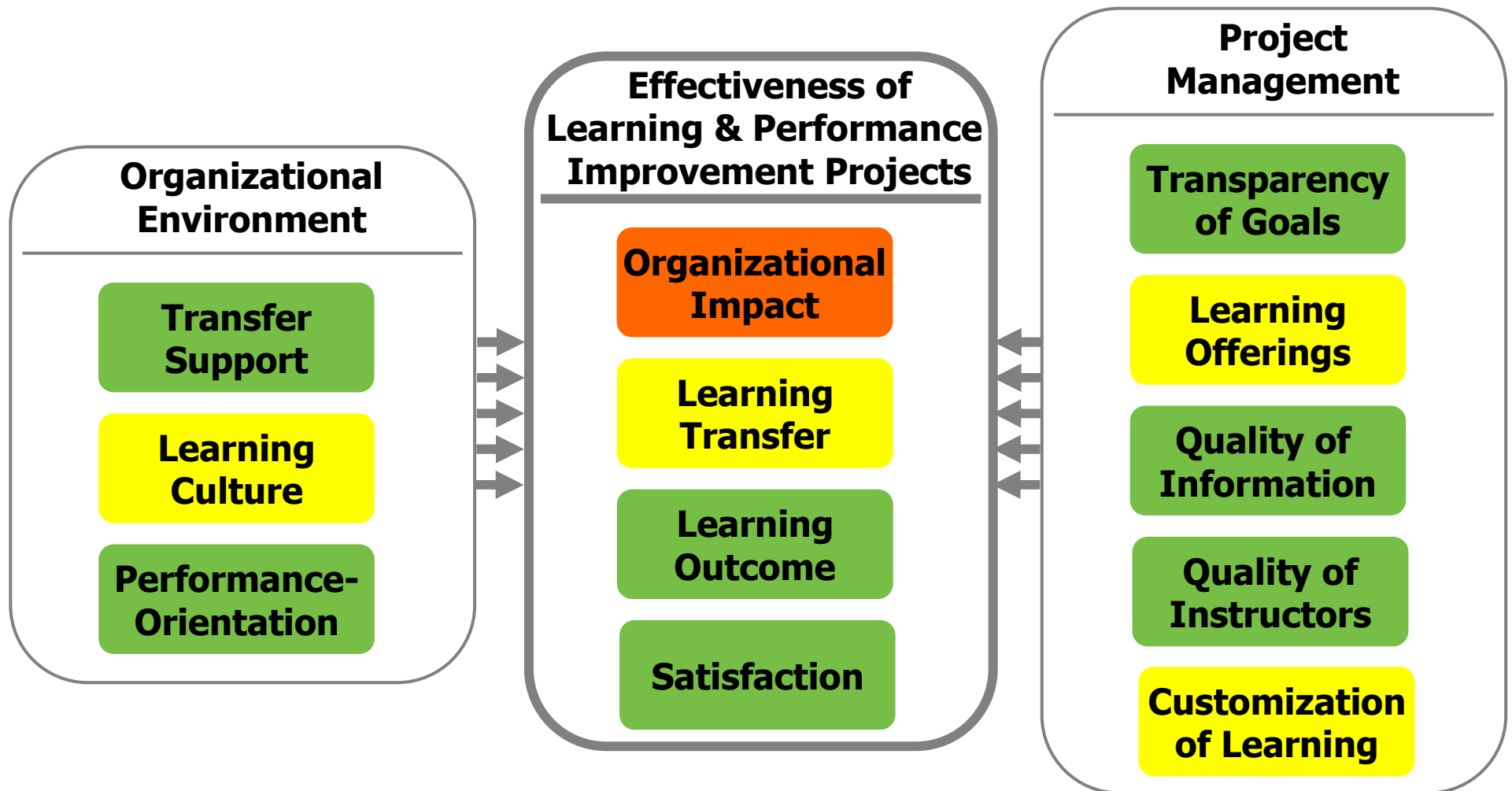
- Assessment of special properties of organization
- Strengths and weaknesses of learning & performance improvement activities
- Comparison with selected benchmark data (industry-specific, internal benchmarks)
- Analysis of additional feedback (open questions)
- Management Summary
- Recommendations for improvement

Benchmarking - Example

Perceived Value of Learning Activities for Work Environment



Example of Findings



Properties of Learning Environment Assessment Methodology

- Covers all learning formats (e.g. presential learning, elearning, workshops)
- Covers semi-formal learning (e.g. learning from peers, literature)
- Addresses contributions from all relevant stakeholders (learner, manager, HR management)

How institutions benefit from PROLIX Learning Performance Assessment:

- Critical Success Factors for effective, corporate learning arrangements
- Improve alignment of future projects
- Re-usable, validated questionnaire (scales)
- Benchmarking for an easy interpretation of existing data
- Software support for fast and easy implementation
- Support HR in becoming a “Business Partner” investments

**... with a positive
Return on Investment
in the first year!**

Interested? Please contact ...

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