

Level 4 evaluation: business results: evaluation & research

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Abstrak

Demonstrating a contribution to the bottom line is a key indicator of success for today's workplace learning and performance professionals. This issue explains how to measure the business impact of training and why it is desirable. It offers an eight-step process: determine feasibility of a level four evaluation, develop objectives, plan the evaluation, collect data at all levels, isolate program effects, analyze the data, and communicate results.