



Potential TD Measures

1. Return on Investment (ROI)

Typically done using cost-benefit analysis. The financial return of training programs comparing the benefits (for example, increased revenue and reduced costs) to the costs of the training.

2. Business Performance Indicators

Correlations between training initiatives and:

- Increases in sales or profitability
- Reduced costs
- Customer satisfaction
- Market share

3. Operational efficiency/process improvement metrics such as cycle time, throughput, or error rates in processes affected by training.

4. Compliance and safety records that link training leads to fewer incidents and better adherence to regulations.

5. Employee Performance/Productivity Metrics

- Changes in productivity such as output per hour, quality of work, or error rates
- Feedback from leaders on the performance and development of their teams post-training

6. Skill and Competency Metrics

- Improvements in specific competencies that the training was designed to enhance
- The number of employees achieving certifications or qualifications because of training
- Pre- and post-training assessments to measure knowledge or skill acquisition

7. Innovation and Problem-Solving

- The number and quality of innovative ideas or process improvements suggested by employees after training
- Success rates of projects managed by trained employees versus those who have not undergone training

8. Employee Movement

- The rate of internal promotions as a measure of how training prepares employees for advancement
- Lateral movements that fill identified skill needs

9. Employee Engagement and Retention

- Changes in employee satisfaction and morale
- Turnover rates before and after training that measure reduction in employee attrition

10. Learning and Development Metrics

- Training completion rates
- Extent to which employees are applying new skills or knowledge on the job

11. Qualitative Feedback

- Testimonials and case studies from employees about how the training has benefited them personally and professionally
- Feedback from managers on the observed impact of training on their teams

12. Return on Expectations

- Did the training produce agreed-upon results determined when the decision to train was made?