



PARTICIPANT EVALUATIONS



How (Seriously, How?!) Do You Begin To Measure Behaviour Change?

Measurable change is central in evaluating a program. To be proactive, we suggest asking for feedback from your program participants, who may be individual contributors, new managers and/or long-term employees from different regions around the world. Their answers will uncover underlying beliefs that may have to be addressed.

Here are some core questions you can ask before the program starts (before their opinions have not been influenced by the material) and after “graduation.”

1.

How frequently do you ask questions?

2.

How often do you engage in coach-like conversations?

3.

How often do you quickly offer advice rather than asking questions?

4.

How easy is it to stay curious longer, from a behaviour perspective?

In addition to clarifying next steps, this simple exercise **gauges participant readiness and provides a baseline** from which to evaluate participant progression through the experiences and opportunities presented in the program. The nuances and subtleties of their responses are crucial to understanding the impact the learnings had on everyone, and how they affected the larger organizational culture. You can also conduct small participant polls throughout the program, but **comparing before-and-after answers to some core questions offers the clearest, most concise evidence as to whether behaviour change has occurred.**