



## Evaluation and Return on Investment in Training – A Case Study

An NHS body in south-east England was looking to further improve the quality of its staff training and development. In particular it wanted the ability to conclusively prove that the considerable sums it invested were being used effectively. Fuse Learning was asked to assist by introducing key staff to a methodology that would ensure training was linked to organisational objectives and could be measured.

After consulting with the organisation's senior management we recommended our tailored Evaluation and ROI Clinic programme ([www.roiclinic.co.uk](http://www.roiclinic.co.uk)). The Clinic would enable non-financial staff to use the common language of operational and financial managers to express the benefits of training and learning.

The basis of the programme implemented was in three stages:

- Delegates participated in an intensive masterclass with our consultant, a leading authority on the subject. During the masterclass the delegates were introduced to the principles of evaluation and ROI in training.
- Following the masterclass delegates were tasked with applying key techniques of Return on Investment in learning in live situations within their own environment over a period of eight weeks.
- Delegates then participated in a facilitated Action Learning-style Set with our consultant. The day included a brief review of the key lessons introduced in the initial session and gave delegates an opportunity to report back on their progress. Queries and problems were addressed and further actions were agreed by each delegate which they worked through with the group.

As a result of their participation in the programme, delegates felt able to fully evaluate training, to put a monetary value on training results and to produce a business case for training investment which would stand them in good stead in their next round of budget preparations.

The director responsible for staff training and development said: "The ROI Clinic has given my staff the ability and the confidence to judge and evaluate training so that they know, and can demonstrate to the Board, that it is cost-effective. This ensures that training budgets are spent in a way that fully benefits the organisation and so, ultimately, the patients we serve."

Why not read more about Evaluation and ROI in our blog at [www.fuselearning.co.uk/blog](http://www.fuselearning.co.uk/blog)



## Fuse Learning Commitment

Fuse Learning helps organisations to realise the potential of their staff and maximise the benefits of their investment in people.

In today's challenging economic climate employers, whether private sector or public, cannot afford to pay lip service to the notion that people are their greatest asset. That asset needs to be harnessed to the full.

At Fuse Learning we take a 'holistic' approach, embracing the provision of a range of services which empower organisations to link their investment in people, in all its forms, to their corporate objectives and ensure that their staff are equipped to contribute effectively to a modern, strategic working environment.

We are committed to developing tailored solutions that best suit the individual requirements of our clients, guaranteeing the highest level of effectiveness.

If you would like to discuss your requirements, or any aspect of the Fuse Learning service, please do not hesitate to contact us:

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