

“The Happy Sheet”



Many thanks for downloading the Sharp End Training “happy sheet” from our website. This is yours to keep.

This is a “real” happy sheet used by today’s businesses to evaluate training.

If you want to get more targeted training assessment and really make the happy sheet history, we would be delighted to help you.

Please visit

www.sharp-end-training.co.uk/ditchthehappysheet.html

for details of how to get 10% off online training

Course Evaluation Sheet for Delegates

This evaluation sheet is strictly confidential. However, if you are happy to provide further information regarding your evaluation of this course; please enter your extension number.

Course Title _____

Your Name _____ Date _____

Please carefully read the questions below and circle the number/ tick the box that best reflects your response. Please answer all questions and add in your own comments in the spaces provided.

<u>Evaluating Course Content</u>	NOT AT ALL					DEFINITELY				
1) Did you find the course informative?	1	2	3	4	5					
2) Was all the material covered relevant?	1	2	3	4	5					
3) Did the course fulfil your learning objectives?	1	2	3	4	5					
4) Did the content of the course reflect what was advertised?	1	2	3	4	5					
5) Was the length of the course adequate?	1	2	3	4	5					
6) Would you recommend this training to others?	1	2	3	4	5					
7) Will you do any part of your job differently as a result of this training?	1	2	3	4	5					
7a) What will you do differently?	_____ _____									
8) What was the most useful part of the course?	_____ _____									
9) What was the least useful part of the course?	_____ _____									

Sharp End Training says:
Q1 and Q2 How can a member of staff tell their manager if a course was relevant and informative? A good manager should already know this.

Given that the purpose of training is to increase job performance and productivity, if the learner doesn't answer a resounding "Yes" to Q7 then everyone will have wasted time and money.

Q7, Q8 and Q9 The learner is only allowed 2 lines to give this information ... so they probably aren't expected to do a lot differently anyway...

Evaluating the Trainer

Please rate:

	POOR		EXCELLENT		
	1	2	3	4	5
1) The trainer's presentation style	1	2	3	4	5
2) The quality of reading material/visual aids	1	2	3	4	5
3) The trainer's general manner when dealing with the group	1	2	3	4	5
4) How well the trainer listened and understood	1	2	3	4	5
5) How well the trainer had planned the session	1	2	3	4	5
6) The trainer's enthusiasm about the topic/session	1	2	3	4	5
7) How well the trainer answered any questions that were asked	1	2	3	4	5
8) Whether the trainer allowed enough time for discussion/questions	1	2	3	4	5

Sharp End Training says:

A good manager will know what the trainer is like and what materials they will use. None of the information included here should take a good manager by surprise.

It is not the job of staff to "rate" a trainer as they would a reality TV contestant. It is for the manager to select appropriate training to bring definite business benefits to the organisation.

Evaluating The Training Environment

- | | YES | NO |
|---|--------------------------|--------------------------|
| 1) The room was suitable for this type of training in terms of size and layout | <input type="checkbox"/> | <input type="checkbox"/> |
| 2) The room was satisfactory in terms of temperature, light and ventilation (if NO please add comments below) | <input type="checkbox"/> | <input type="checkbox"/> |
| 3) The refreshments provided were appropriate | <input type="checkbox"/> | <input type="checkbox"/> |
| 4) The administration of the course was sufficient (in terms of information, confirmations and assistance) | <input type="checkbox"/> | <input type="checkbox"/> |
| 5) Did you choose to attend the course yourself? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5a) If no, who nominated you for this course? | | |
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Sharp End Training says:

Although this information is useful, a good manager will know this in advance. If there is a problem with the heating in a particular room, they don't need a group of people filling in a sheet to tell them so. Judging the quality of refreshments and the like gives the impression of managing triviality.

Overall:

This captures information on what trainees thought about the training overall. It validates it. It does not evaluate it or give any clue as to how the training will or can help achieve overall business benefits.

These forms are often handed out in a rush.

They ask for opinions on the trainer and are usually collected by the trainer, people are often reluctant to be honest.