Post-Training Survey of Organizational Support

When an organization invests in a learning and development program, it does so expecting that the performance of attendees will actually improve over the long term. One of the major factors in whether classroom learning results in improved on-the-job performance is whether an organization's culture, policies and systems support or conflict with participants' efforts to apply what they learned in training. If aspects of the work environment discourage the application of new skills, there's little chance that learners will persist through the difficult period of reinforcement.

In order for management to remove any barriers that exist in the system or in the workplace environment, they have to locate these barriers. This is not an easy task, because problem policies and practices actually serve an important purpose and usually have been in place for a long time. The best way to identify these issues is to get feedback from the participants themselves.

The 20/20 Insight Survey Library has a survey called "Post-Training Support.mdb – Organizational Support for Performance Improvement" that gathers this kind of feedback. It should be administered to program participants 30-60 days after they return to the workplace. The survey solicits ratings and comments about the most important aspects of organizational support for performance improvement. Feedback can be consolidated and studies, and policies and practices can be modified accordingly.

HOW TO SET UP 20/20 INSIGHT GOLD

Subject. Use the name of the organization, not an individual.

Respondent relationship types. The respondents for this survey will be the recent participants of learning and development programs (30-60 days after course completion). The relationship types you set up will be determined by the way your organization wants to analyze the data. Here are a few options:
- Employee level (vice president, manager, supervisor, employee, etc.)
- Employee position (technical specialist, designer, clerk, engineer, etc.)
- Department (Engineering, Accounting, Marketing, etc.)

Surveys. Use the survey "Post-Training Support" located in the Survey Library. This 16-item survey has one category: "Organizational Support for Performance Improvement." Review the items and revise the wording to make it appropriate to your organization.

Open-ended questions. To get comments that may not have been elicited by the scaled items, consider including a few open-ended questions.
- Are any aspects of the organization's policies and practices discouraging you from improving your performance?
- What more could your MANAGER do to support your efforts to improve your performance?

Scales. Use the "Agreement" scale with this question stem: "How strongly do you agree with this statement?"

Other. Two additional parts of the project can customized for this survey.

1. **Respondent feedback set-up on the web.** In WebResponse, click on "Customize" at the main screen for this project. Under Scaled Input Header, delete the default text "Please rate…" and leave this field blank.

2. **Instructions for respondents.** In step 6 of the project, click "Customize instructions pages," and select just one page of instructions. Replace the default text on page 1 with the following:

When our organization invests in your learning and development, it does so expecting that your performance will actually improve over time. Will you be able to apply on the job the skills and concepts you learned in the program? Will you use the skills often enough to make them a part of your work habits? A lot depends on whether our organization's culture, policies and systems support or conflict with your efforts to apply what you learned.

In order for management to remove any barriers that exist in the system or in the workplace environment, these barriers need to be identified. The best way to identify these issues is to get your feedback. That is the purpose of this brief survey.

The survey is called "Post-Training Support – Organizational Support for Performance Improvement." It has been more than a month since you participated in the program, and now we're asking for your opinions about how our policies and practices have supported or discouraged your efforts to improve your performance.

Please rate how strongly you agree with each statement. Most important, please enter detailed comments describing any issues you are aware of. Your feedback will remain anonymous; it will be consolidated with the anonymous feedback of many participants and studied for ways to make your work environment more supportive.