

High Impact Evaluation™

Feedback from Workshop Participants

July 9/10 2019 Toronto

Fantastic experience — all I hoped it would be. Now it's up to me. I thank you in advance for the commitment to continuous support! I look forward to the book.

– AVP/Director of Learning

This has been one of the best training sessions I've attended in many years. As a learning professional, I've attended/delivered many, many sessions and I tend to hear the same info. But the two days here as being totally rewarding, and I've made plans to apply the ideas of work. Thank you!! You rock!!

– Senior Manager Learning and Organizational Development, Ontario Government

Great content, love the simplicity of the tools. books, slides, documents, perfect. venue, perfect.

– Senior Learning Consultant, Lean Management

EXCELLENT! I can't wait to get back to the office put this into practice.

– Director, Learning and Development

May 13/14 2019 Toronto

I wish I had taken this course 20 years ago! Thank you.

– Director of Workplace Learning

This should be mandatory for every trainer and designer. The course is fantastic! The model and tools are readily applicable—and I love the fact it's all based on solid research. Thank you both so much.

– Senior Manager, Learning and Development

A lot of great examples and stories that help bring the model to life. The facilitation was also excellent-trading between Alan and Lynette provided energy! Thank you both!

– Manager, Learning and Talent

I thoroughly enjoyed this course and found it both valuable and applicable/relevant. Thank you!

– Director, Learning and Organizational Development

April 15/16 2019 Ottawa—Government of Canada

Excellent and practical. The methodology, tools, discussions and networking were truly outstanding.

— Manager, Leadership Development

This is one of the best training events I've ever attended. I highly recommend it to my colleagues. Very practical and applicable!

— Senior Learning Advisor

I've been stuck in the Kirkpatrick evaluation model. This approach helps me get beyond the level I questionnaires. —Deputy Director

Impact Mapping is a wonderful tool to quickly show the big picture of why we are doing/designing/delivering this training. Thank you! (Too many exercises... didn't have enough time to do them all.)

—Manager, HR & Learning

I see value in taking this course, not just for those working in the learning/education function but for designers as well.

— Senior Learning Specialist

Excellent course! Thank you for sharing your knowledge. I'm excited to bring this back to work and look forward to collaborating with The Center for Learning Impact in the future. — Learning Advisor

I need more examples or practice to wrap my head around Impact Mapping and identifying Capability/Job Performance. But I do feel it will sink in when I start applying it. — Learning Specialist

A really great two days! Thanks Lynette and Allan. I love structure and process in this course gave me some great ideas that I really hope I can use back on the job. — Learning Professional

Great course. I just need to practice these techniques to feel more confident. — Learning Advisor

Overall great session. Your openness/experience/commitment are very much appreciated! — Manager, Learning and Development

February 27 2019 Orlando FL, Conference Presentation, TRAINING 2019 (Business Impact Mapping)

"After attending all Conference sessions over the last three days, this was far and away the most important and most useful session. Their methodology and tools will prove invaluable in helping my team ensure our programs are aligned and will support our business goals.

— Director of Learning

"Provided hands-on practice on how to apply mapping. One of the best sessions I attended during the conference. Thanks!"

"This was the session I needed! I is everything I can take back to my job and start right away—and look awesome in doing it :)"

"Gave us an opportunity to link our healthcare align training units with strategic objectives."

"The simplicity and conciseness of this process will make it quite easy 'sell' to our management."

"The speakers were passionate and really understand their material."

"Easy to follow. Relevant. Applicable. Thank you."

"Great model. Great Presenters. Great examples."

"Powerful tools that will be very important to my team."

"Great material. Great facilitation. Excellent exploration of the process."

"I am a beginner. I appreciated the big-picture relationship and the need to align training activities with corporate goals. I think you did a great job."

"Great Info! I'd like to attend something to learn more about your High Impact Evaluation sessions." (Suggestion: "More time for the impact mapping activities.")

March 18/19 2019 KPMG

Outstanding. Practical, relevant and easy to apply! Thank you! Very focused guidance to direct and focus our priorities and time for best value! – Director of Audit Learning

This workshop provided me greater knowledge of course evaluation. Also, very helpful from the analysis point of view. – Compliance Reporting Analyst

Thank you for this excellent and very credible evaluation approach. – Learning Coordinator

December 10/11 2018 Toronto

Excellent program. Best course that I've attended in the last five years. Can't wait to implement these tools and models. – Director, Employee Development

A lot of information for two days. Multiple checklists, difficult to keep straight when and where to use. – Manager, Training and Development

Thank you for this course. I find all the information easy-to-understand and I'm excited to apply what I've learned. – Team Leader, Retail Training

Thank you for this wonderful training. Looking forward to applying these new tools in my workplace. It would have been nice to have more time for the Job Performance analysis, but overall it was great! – Training Assessment Officer

Amazing job! Thank you for sharing all your experience, wisdom, and research data. Truly amazing and eye-opening! Many aha moments... Grateful for the opportunity to meet you and learn from you. – Enterprise Learning Business Partner

Excellent course. Look forward to taking the Multiple-Choice workshop. – Sergeant, Toronto Police Services

Very credible content. High quality training. Location of training not so easy to get to via public transportation. – Employee Development Specialist

November 13/14 2018 Toronto

I enjoyed the workshop and am excited to apply as much as I can at work. I'd like to see more opportunity to step through how to create impact maps and apply the practical portions of the learning. – Virtual learning consultant

Since I have a personal goal to take on a stretch opportunity that involves evaluation, this refresher was very useful and timely for me personally. Thank you for a great session. – Director, Head of Deployment and Enablement

Thank you! Very insightful for a junior. I learned a lot. – Coordinator, Learning and Development

This was a great course. Thank you for your time Alan and Lynette! – Chief Instructor/Manager

November 7/8 2018 Great-West Life Insurance

Having the opportunity to ask questions and understand how this applies to our specific situations was extremely helpful. Thank you for a wonderful session! – Lead Instructional Designer

I really enjoyed the sessions! Very useful content that I can't wait to apply. Thank you! – Lead instructional designer

Thank you for providing us with this course. It's a good time to look at evaluation from different points of view. I think your method is very practical and straightforward. – Instructional Designer

I'd like more instructions of theories, researches, and studies. For people who are not easily convinced, more evidence/academic support would be very welcome. Besides that, all the case studies and group discussions are great. I especially loved the Impact Mapping.
– Instructional Designer

October 9/10 2018 Economic and Social Skills Development (ESDC -Ottawa)

The last two days have been very thought-provoking and the tools presented can be incorporated into my design strategies. I really like Impact Mapping. It is so logical and straightforward. Thanks for sharing your knowledge. — Instructional Designer/Learning Consultant

Excellent course backed by a lot of research. Very practical
— Instructional Designer

Love it! — Innovation Senior Consultant

Great anecdotes and materials. More switches between facilitators would have been good change up the pace and maintain focus attention throughout the day. — Senior Learning Advisor

Given that Kirkpatrick is used in government, it would be beneficial to have a comparison. Would have helped to bridge what we already know to what we don't. — Learning Consultant

This was a fantastic training session. I'm so happy I was able to attend and am excited to start using the HIE principles and practices in my job.
— Instructional Designer

You clearly know your topic and have succeeded in sharing your passion on a topic that has been disregarded for too long. — Senior Learning Advisor

Day Two: consider alternating between the two facilitators for greater variety. Thanks! — Learning Consultant

September 11/12 2018 Canadian Mortgage and Housing (Ottawa)

Excellent! Thank you! —Acting Director, Learning & Organizational Development

Terrific program. Great instruction. Wonderful opportunity to learn from your extensive experience. Thanks. —Learning Specialist

One of the best (if not the best) 2 days training I have taken since I joined the department. Thank you!! —Team Leader (Languages Services)

Very helpful and useful. Very motivated to use this model. —Learning Specialist, Organizational Development

Thank you very much for this thought-provoking, results-oriented workshop —Senior Officer, Official Languages & Learning

July 17/18 2018 Toronto

I feel this is a very innovative way of thinking about how we evaluate learning and, importantly, drive job performance and organizational strategies forward. I very much enjoyed the Capability and Job Performance questionnaires.

I am over the “reaction-based” surveys —the standard “smile sheets”. I will now develop a business case on how we can implement the HIE questionnaires in our training (this will be difficult as we typically don’t do this, but I think there is a lot of value add).

—Manager, Training and Development

Thank you for an extremely engaging, practical learning experience. I’ve been talking about it ever since. I am eager to put some of your ideas to work. I greatly appreciate the take-away tools.

—Training and Development Specialist

May 15/16 2018 Toronto

They say timing is everything and I returned to work this morning, fully engrossed in my learnings from the past 2 days at the evaluation workshop, only to discover that I have an opportunity to put my learning into action right away. Thank-you both for an excellent learning experience! — Learning Consultant, Regional Hospital Centre

Powerful tool. Should become one of the competencies for professional accreditation for learning professionals. — Instructional Designer/Course Developer/Project Manager

So great to learn from you. Very solid and useful content facilitated well. I will need to take some “nesting time” to dig in and find the path forward. Thank you, Lynette and Allan. Happy to have met you, you are both delightful. —Vice President, Leadership Development

Great session!! I can't wait to put these tools to work. It really got me thinking about the inefficiencies in our current state at work. Information was presented very clearly and allowed time for discussion. My only recommendation would be to add more activities on Day Two. —Manager, Talent Development

Overall useful!! Particularly interested in the predictive methodology for learning transfer and the Impact Mapping. I would have liked more information on how to credibly measure and report on intangibles. I enjoyed the presentation of the facilitators. Clearly a great depth of knowledge and experience. —Senior Learning & Development Advisor, Aviation Safety Authority

Great workshop. I would've liked more group discussion on the second day. —Training & Development Specialist

Thank you. Very interesting and helpful, although more time on some sessions would be great—even three days? You left us wanting more! —Capacity Strengthening Coordinator

Thank you for a great experience! I'm already excited about developing and implementing my action plan. (Yes, I'm making one!) I really enjoyed the dual focus skill building for frontline workers in presenting to senior management. It reflects the conversations we are having at our organization.

Your passion for the topic is contagious, the materials are complete, clear and visually appealing. I found the balance of theory and the practical was right on! —Consultant, Employee Experience and Development

April 16/18/23/25 2018 Webinar

I am very much enjoyed the first two online High Impact Evaluation sessions. I am happy to see so much interaction and exercises. Often webinars lack the interactive activities and people are easily distracted, in the end learning nothing. You both do a great job. I look forward to the next session.

— Instructional Designer, Global Dealer Learning, Caterpillar

The sessions have been absolutely fantastic and I am anxious to start using the tools. It was great to learn from the two of you who are clearly recognized as leaders in this area in Canada.

—College Professor

Many thanks for these sessions. I thoroughly enjoyed the experience. Technically, everything was smooth and great quality from my end. I'm sure everyone else will be ready right on time tomorrow – I was really impressed with the calmness with which you both pulled the challenging start together!

Learning & Development Manager, Global Airline

February 6/7 2018 Toronto, Ontario

Amazing workshop. Thank you for sharing your knowledge and your enthusiasm. This course should really be called impact management!
—Executive Director, National Training Association

I appreciated the wealth of examples, knowledge, and experience you brought to the workshop. —Curriculum Developer

I have many takeaways that I will implement in new courses I am designing. I tend to make them Intentionality-focused and Transfer-focused. Thank you. —Instructor, Research and Evaluation, Law Enforcement College

Great course! Will highly recommend!
—Manager, Learning and Development

December 5/6 2017 Toronto, Ontario

Thank you for an excellent course. Valuable tools I know I can immediately start using! —National Development Manager

After 27 years' experience in training evaluation, this was the best program I have ever taken. It's practical, easy to learn, applicable, and interesting. Thank you. Thank you. —RN, Clinical Consultant

Thank you for sharing your expertise with us. I look forward to making a greater contribution to my organization. Your model and theories are cutting edge. —Training Designer

Should take more time to explain how to calculate ROI. For me this is a need. Spent too much time on quality assurance and data collection techniques—nice to have, but not needed by me. But overall, good training.

—Training and Development Lead

Thank you! This is a much-needed process for our business as we have struggled in this (especially being a global company that is constantly

growing). This will be easy and effective to implement in our Canadian marketplace. —Leadership Development Training Lead

March 15/17 2017 Toronto, Ontario

Love the fact that we got a USB stick with electronic tools and surveys as a takeaway. —Evaluation and Measurement Specialist

Fantastic learning opportunity. Very excited to apply elements of this to my existing programs! Thank you!! —Training Officer

I'm 100% confident that I will be able to action the ideas I have generated today in this workshop —Program Evaluator

Great course! Would love to have seen more time spent on impact maps as it sets the stage for the rest of the course. Recommend you deliver the ROI material as a separate course. —Learning Specialist

Practical, relevant, valuable, yet simple process to follow and apply. Thank you, Lynette and Allan! —Consultant, Training & Development

June 1/2 2016 Toronto, Ontario

The depth of knowledge held and shared by the instructors is invaluable. The instructors are approachable, and encourage discussion. I thought that less time could be spent on some of the activities. But overall I had a great couple of days and can't wait to share and apply this with my team. —Learning & Development Partner

I just need to practice and get into this – can't wait! For me this is so timely I am very excited and motivated to take this back to my team. The real-life examples and scenarios were applicable and relevant and very helpful to work through. —Manager, Learning and Development

This model also gives us the right language and great reporting dashboards to communicate effectively with our senior business leaders. Good handout and support materials and good facilitation. I would like more discussion and suggestions for use of the diagnostic tools. Thank you! —Assistant Manager, Learning Programs

I can't wait to revamp our evaluation model. Your model—especially Impact Mapping—can really help in our early design stages. A side-benefit is that I am walking away with some great tools and surveys to help with our custom workshop process! Thank you!

—Instructional Design Lead

I had significant learning in risk assessment, diagnostics, three buckets, determining rigour of evaluation, and the capability and transfer Index. —Evaluation and Management Consultant

Great interaction with the group. Great application of concepts. Might want to reduce some extraneous discussion to tighten up the times.

—Program Manager

I appreciated the Chartwell case study that was followed from start to finish throughout the two-day course. I would like more focus on creating the Impact Map. That's what really drives the rest of the discussion. Maybe offer two opportunities to develop an Impact Map.

—Senior Learning Education Consultant

Overall, this is a very insightful workshop, especially considering the fact that I am at the beginner level of training evaluation. Thoughtful discussions and activities help reinforce and drive the key learnings of the High Impact Evaluation model.

Thank you for facilitating such an impactful, useful, and applicable workshop! This is definitely something I can use and apply to my current role. It has given me important skills that I can carry with me throughout my career. Very enjoyable! —Reporting Analyst

April 26/27 2016 Toronto, Ontario

The program was exactly what I've been looking for. Truly enjoyed listening to the great knowledge and insight from Lynette and Allan! Highly recommend! —Senior System Administrator/Analyst

Great training! —Training Design Consultant.

Great information and tools! Totally practical and usable. Time could have been better managed (some breaks too long). Sparked a lot of ideas about how I could apply with my team.

—Senior Manager, Learning Design

Good opportunity to discuss and engage with learners. Our group had a large amount knowledge/experience. Would have been good to foster more discussions to draw out the learners' existing knowledge. Liked the role-plays. Good job! —Learning and Development Consultant

July 13/14, 2015 Toronto, Ontario

Right now I feel we're already doing a lot of things right. But you have provided the language, the skills, and a really useful, systematic approach for evaluating learning programs. —Training and Development Coordinator

Suggestion: invite attendees to bring with them a project that they are working to implement into the course. The course was excellent – the tools, experiences, and discussions were invaluable. I recommend

extending this course duration to allow for more time for practical application. Thank you for this opportunity to learn!!

—Program Manager

Really appreciate your experience! Great to learn from folks in the field! —Facilitator/Instructional Design

Great session! Thank you Allan and Lynette! —Talent Management Business Partner

June 12, 2015 Toronto, Ontario

Great concepts and wonderful tools! —Senior Manager

Workshop was great and extremely relevant. Example tools and templates are what we really need.

Great workshop! Learned a lot. Thank you. —Manager, Learning & Development

Wonderful course! I learned so much today. I have lots of ideas I will take back to my job. For me, the Impact Mapping tool is a critical component.

—Manager Learning and Development [15 years training experience]

Comment: Hold a follow-up session in a few months with participants from across the organization to share experiences, key learnings, challenges, etc. —Senior Manager, Learning

I would have enjoyed more practical activities [e.g. more exercises, group discussions, case studies]. This really helps in the diversity of concepts overall. Useful workshop.

I felt that I could have used additional time to digest the learning. A bit rushed. Wonderful training session. Enjoy both of your facilitation styles. Great job! —Lead, Evaluation

You are both very warm and welcoming people. It was a pleasure spending two days with you. Thank you for your great workshop!

—Training and Development Specialist

Really valuable information and wisdom. But perhaps the time allotted to group activity could have been shortened to allow us to get through more material.

May 26/27 2015 Toronto, Ontario

Lynette and Allan you are great presenters – very different styles but both engaging, credible, and motivating. Thank you.

—Manager Training and Operations

The whole workshop was great, excellent information and tools. However, I would like some more time at the end of each session to reflect and ask questions or discuss. Thank you! Great workshop!

—Learning and Development Specialist

Fantastic! Cannot wait to implement. —National Manager Training, Strategies, and Policies

February 6, 2015 London, Ontario

Content and tools are great and I will use them on the job. The delivery was a little bit slow-paced... not enough activities and interaction.

—Training and Project Specialists

Good refresher to build solid learning outcomes.

—Learning Consultant/Learning Technologist

Love the data collection methods exercise – small groups going from flipchart to flipchart. Very effective! Love the model and tools and will be able to use it! Thank you.

Although I have a strong foundation in the ADDIE model and 20-years practical experience, this was great insight for me. Also, I saw the relevance to the Dana Gains Robinson's thinking – learning needs, performance needs, business needs, work environment needs. Thank you! —Training and Development Specialist

I would like to have had more time to reflect on how I can apply this new knowledge to my every day. —Training and Development Specialist

December 9, 2014 Toronto, Ontario

Thank you for adding to my toolbox. Nice program. Very well thought-out and realistic. I really like how much research went in to help people learn. —Health and Safety Coordinator

I liked learning how to use evaluation strategically and prepare powerful management reports. —Manager, Human Resources

Excellent workshop! Just want to go and share it with my teammates.
—Manager, learning and Performance Consulting

December 2, 2014 Ottawa, Ontario

The ROI section seemed rushed. Great stories. Thanks for sharing. Awesome material. Looking forward to having opportunities to put this into practice. —Learning Consultant

I had taken this course in pilot-form before, but this still added new and updated information and learning. Would have liked more time to talk with people in my group or to share past experiences, challenges, ideas, etc. Thanks Alan and Lynette. Great session, insights and learning space! —Learning Advisor

Looking forward to putting all this into practice!! Thank you.
—Associate Manager Learning and Development

Thank you for this learning experience. I have learned many useful things to bring back to my job. There are a couple concepts/ideas that don't fit in perfectly with my work, but I want to find a way to make them work anyhow. Thanks again!
—Training and Development Specialist

Thank you so much for your time, knowledge and expertise. I look forward to applying the concepts on the job. You both had awesome passion for evaluation and making it interesting. Hope to attend and develop my evaluation skills in future. Thanks again. —Learning Consultan

May 27/28, 2014 Halifax, Nova Scotia

I really liked that the course materials were very comprehensive and detailed. Well-organized and great dynamics.
—Senior manager Learning and Development Operations

I really learned a lot. I plan to apply the model in our current review of training programs and to evaluate the impact of the training we provide.
—Manager, Corporate Training Centre

I'd like a deeper dive on day two content. Thank you for creating a safe learning environment inclusive of all learning styles. I have learned so much and can't wait to apply it in my next program.
—Senior Learning and Development Specialist

I like the sharing by other participants on how they plan to apply the learning. And, I like learning about the challenges they have in applying the model in their workplaces. —Education Advisor

October 15, 2014 Toronto, Ontario

I would've liked more time to create my own Impact Map. Excellent course. I thought I knew what I was doing. Now I know how to get even better results. —Director, Learning and Evaluation

Excellent workshop, tools, environment! Awesome resources!! —Senior Manager, Training

An obstacle for me is my work environment. I can try to open discussions for application of this methodology, but I'm not confident on the uptake. —Learning Consultant

August 28, 2014 Toronto, Ontario

Less lecture, more interaction. Great workshop!!! —Senior Manager

Suggests creating mini-virtual workshops that focus on three or four of the key concepts/tools etc. —Senior Relationship Manager

Very engaging. Some discussions were given a little too much time but offered a number of 'ah ha!' moments. —Senior Relationship Manager

I really enjoyed this workshop. I believe the concepts and tools will allow me to organize my thoughts more effectively when designing training, as well as measuring the transfer to the job to a much higher degree than previously considered. The scenarios and studies provided great value. Thank you! —Manager, Learning Programs

July 22/23 2014 Toronto, Ontario

Overall excellent but I felt we needed more interactions, i.e. more small group discussions. I really found this course to be beneficial and this is one course where I have a very high level of motivation to go back and use the skills on the job. The tools you have provided are amazing. I love the capability Index! Highly skilled, knowledgeable facilitators – you made this course! Thank you! —Manager, Training

Thank you very much for all your hard work and efforts! Great stuff here! —Executive Director

I would like to have more opportunities to learn from each other, share best practices. Overall very useful, great information. I will definitely apply it in my work. Thank you! —Supervisor Training and Development

Great program. Looking forward to introducing our team, to this model. Thank you! — Manager, Learning & Development

Lots of great information and tools. Feel like much of it was focused on before training as opposed to after training. ROI part at the end felt a bit rushed. —Instructional Design Specialist

July 16, 18 2014 Toronto, Ontario

Valuable discussions around the importance of capturing transfer outcomes and organizational outcomes, and the concept of a 'nesting period' after training. Excellent experience, thank you.
—Organizational Development Consultant

April 22/23, 2014 Toronto, Ontario

Really good learning environment. Thank you so much for a wonderful learning experience!! —Training and Development Specialist

I especially liked the Learning Value Chain framework, impact mapping, the Quality Assurance tool, and the impact profile. Thank you for the opportunity to learn a fantastic Canadian approach to learning and development metrics. Your ability to foster discussions amongst the group was a great intangible. —Director, Operations

An area of significant learning for me was using impact maps throughout the process to inform learning/evaluation strategy. Impact mapping fosters stakeholder engagement. I felt I could've used more time for reflection and more activities. —Owner/Consultant

Excellent workshop. Thank you. Keep the stories coming from your research projects. This keeps the learning interesting and focused. Wonderful learning in a small group format – sharing and learning from others' experience. Kudos to the chef too!

Thanks! Love the tools. I enjoyed learning from others' experiences.
—Human Resources Program Specialist

November 6/7 2013 Toronto, Ontario

This was an extremely useful two days. Concepts were well explained and easy to implement [by that I mean practical!]. My ROI on this course was very positive. Thanks. —Director, Nursing Programs

Excellent workshop! Learned so much and I'm really excited to finally evaluate our programs in a meaningful way. —Researcher/Educator

Great couple of days. I learned a lot about evaluating learning programs. —Performance Coach

April 16/17 2013 Toronto, Ontario

Excellent workshop. Thank you!
—Manager, Organizational Development

Thank you for the opportunity to participate. I leave feeling excited about how we can enhance our programs. —Learning Consultant

I thought the small group setting was very effective. —Training manager

Fantastic course, tools are very relevant and can/will be used immediately after course. Very tactical. Exceeded my expectations. Easily the most useful course I've taken in learning design.
—Lead Learning Consultant

Centre for Learning Impact

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