

Checklist for Excellent Training



A Tool for Evaluating the Level of Excellence

You Receive From Your Providers and
In The Training You Create

How to Use This Checklist

The old adage ‘you get what you pay for’ may be expanded to say “you get what you ask for” when it comes to training.

A Tool for Selecting Providers

Use this checklist as a means for establishing talking points with your provider and securing customization. Ask the suggested questions for each category or devise your own. Then refer to the checklist and measure the provider’s response to know if the services offered fall into the “substandard”, “standard”, or “excellent” training category.

Workplace Goal: Before speaking with your provider, determine the Workplace Goal. Ask yourself:

- What do I want people to be able to do in the workplace after they complete the training?

Then present this Workplace Goal to your provider. Explain in detail what your people need to be able to DO when the training is complete. Then ask:

- How will you train our people to meet this goal?
- How will you customize the training content and activities to help us meet this goal?

Training Objectives: Take time to establish with the provider the exact skills you expect your people to practice and acquire.

- How will the Workplace Goal be translated into Training Objectives?
- What skills will you train to help us reach our goal?

Activities and Discussions: Ask the provider to describe the level of interaction and hands-on activities that will be provided.

- Can you give me a summary of the activities and discussions that will be used?
- How many discussions and activities are you planning to include?

Facilitation: Ask your provider to explain the role of the trainer in the process.

- Is the format lecture based (knowledge centered) or is it interactive (skill based)?
- How will you motivate people and keep them engaged?

Evaluation: Ask the provider to explain the process for evaluating the effectiveness of the training.

- How will I know that this has been worth the time and money we invested?
- How will you determine if the Workplace Goal has been achieved?

A Tool for Creating Your Own Training

Use this checklist as a guide when designing your own training. Instead of asking the questions of your providers, ask them of yourself.

If you want to become skilled in designing and facilitating excellent training, consider enrolling in our course, “[Trainer Qualification and Excellence Course](#)” at the Transportation Safety Institute.

To enroll, visit www.flightlevelgroup.com.

Checklist for Excellent Training

1. Workplace Goal

All training, at its foundation, is centered not on what people need to KNOW but rather on what people need to DO in the workplace. To that end, a Workplace Goal is established and becomes the focal point around which the entire training is centered.

- Substandard:** There is no established goal for the training that translates to the workplace.
- Standard:** There is a generalized goal which centers on fulfilling required standards and regulations.
- Excellent:** There is a clear goal which challenges the participants to demonstrate higher levels of skill in the workplace.

2. Training Objectives

The Workplace Goal is broken down into small, actionable steps on which participants can train. These are called the Training Objectives.

- Substandard:** There are no written objectives for the training.
- Standard:** Objectives are listed but are centered on knowledge instead of actions and/or do not challenge the participants to higher levels of skill.
- Excellent:** There are clear, actionable objectives which challenge the participants and help them meet the Workplace Goal.

3. Activities and Discussions

In order for participants to DO what the training intends, structured activities are required for practicing skills. In order for participants to embrace learning and make application to the workplace, structured discussion questions are also a necessary component.

- Substandard:** There are no activities and discussions, only lecture.
- Standard:** Activities and discussions are spontaneous and not directly related to the material or skill development.
- Excellent:** Activities and discussions are structured and purposely designed to meet the Training Objectives and the Workplace Goal.

4. Facilitation

Trainers guide participants through the activities and discussions allowing time for participants to form convictions, contemplate information, practice skills, and formulate solutions which meet the needs of the organization.

- Substandard:** The trainer spoon feeds information to the participants and does not allow participation or discussion.
- Standard:** Participation and discussion is limited and there is little application or customization of the training material.
- Excellent:** Participants are actively involved in discussions and activities throughout the training. They are also involved in customizing the solutions/procedures to their specific organization.

5. Evaluation

The training is evaluated to assess if the time and money spent was worthwhile. Participants should be able to DO in the workplace what the Workplace Goal states.

- Substandard:** There is no form of evaluation.
- Standard:** Outcomes are measured by hours completed and/or questions correctly answered.
- Excellent:** Success is measured by the ability of participants to actively demonstrate the skills on which they have trained and implement the Workplace Goal.