1	Disagree	Somewhat Disagree	Neither agree nor	Somewhat Agree	Strongly Agree
			disagree		
I was satisfied with my training	1	2	3	4	5
experience.					
This course enhanced my knowledge of					
safety practices.					
This course is relevant to what I am					
expected to do as a crew member.					
This course provided content that is					
relevant to my job.					
I would recommend this course to					
others.					
L2: Learning					
I understand the risks associated with					
unsafe work practices.					
I know how to use a "safety mindset"					
when evaluating safety conditions.					
I have the skills I need to use safe					
practices when handling tools and					
equipment.					
I believe I have the knowledge and					
skills needed to keep myself safe.					
I believe I have a role in keeping others					
safe.					
I believe I can effectively challenge an					
unsafe practice with a co-worker.					
I believe I can effectively discuss safety					
issues with my crew leaders and					
managers.					
I believe I can refuse an unsafe task					
without fear.					
I believe I can modify a task request to					
improve safety.					
I know how to report an accident or					
injury.					
I am committed to reporting accidents					
and injuries.					
I am confident I can apply what I					
learned on the job.					

I am committed to applying what I			
learned on the job.			
I have a greater appreciation for the			
importance of safety compliance in my			
daily work.			

# **Level 3: Behavioral Assessment Strategies**

Design		
	Pre and post	(See related
		needs
		assessment
		instrument)
Data Collection Source		
	Self-Reported	
	Peer Evaluation	
	Manager Evaluation	
Data Collection Method		
	Embedded in Introductory Training	
	Survey	
	Interview	
	Observed	
Metrics/Indicators		
	Competency Based behaviors	
	Knowledge, Skills	
	Attitudinal, Dispositional, Beliefs	

### **Level 4: Business Outcomes**

#### **Financial Performance**

- 70% reduction in costs associated with training per fiscal year. (Saving in managerial time to onboard and retrain employees).
- 20% reduction in incident and accident reports per year.
  (Note: An initial uptick in reporting might be observed with greater awareness and commitment to reporting. However, crew ability to effectively problem solve and modify tasks should result in reduced incident reports over time.)
- 20% reduction in annual turnover. (annual cost savings of more than \$10,000)

## **Culture and Employee Engagement, Morale**

Improved morale (tracked by performance appraisal, new rewards structures, and survey).

#### References

Kirkpatrick J. and Kirkpatrick W. (2016). *The Importance of Learner Confidence and Commitment*. Retrieved from https://www.kirkpatrickpartners.com/Portals/0/Storage/New%20world%20level%202%207%2010.pdf http://www.phf.org/programs/preparednessresponse/evaluationrepository/Pages/Evaluation\_Strategies.aspx https://www.centerfortalentreporting.org/wp-content/uploads/2014/10/CTR-Level-3-Presentation-2018.pdf