

# EVALUATION

# Evaluating CRM

- Evaluating reaction to training.
- Evaluating if knowledge, skills or attitudes have been learnt
- Evaluating if those are being used.
- Evaluating if the organisation is benefiting from their use.

# Development Process

- I Know - Knowledge
- I Can - Ability
- I Will - Motivation
- I Do - Competence

# Evaluating benefits to the Organisation

- Identify a clear need and take measures.
- Carry out training.
- Revisit measures.
- Draw conclusions and amend training.
- Report clearly.

# Measures

- Can be subjective.
- Can be global.
- Can include reduction in risk.
- Can include tangible measures.
- Must not just be about safety.