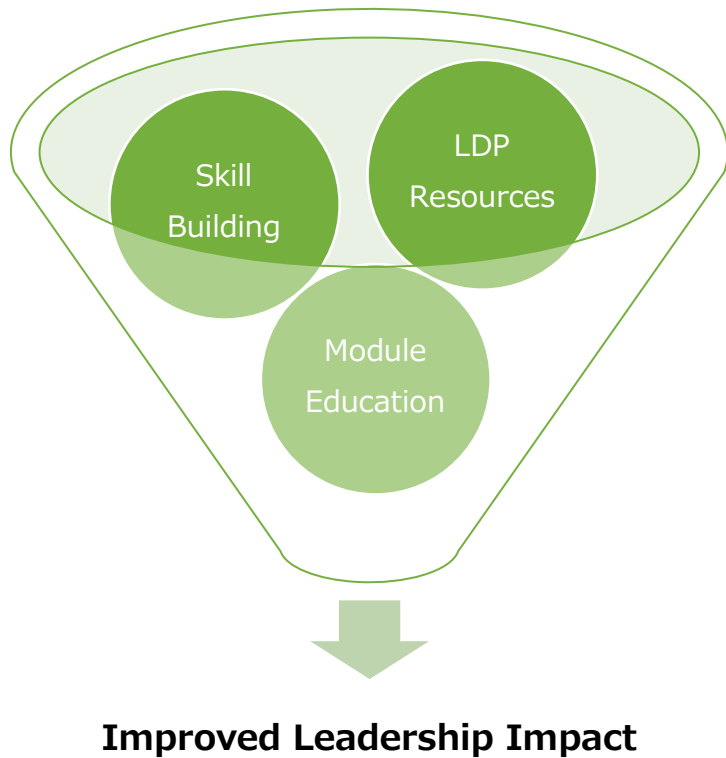


# CHCI Leadership Development Program (LDP) Impact Metrics



# About the CHCI Leadership Development Program

# Leadership Development Program: Purpose



Provide

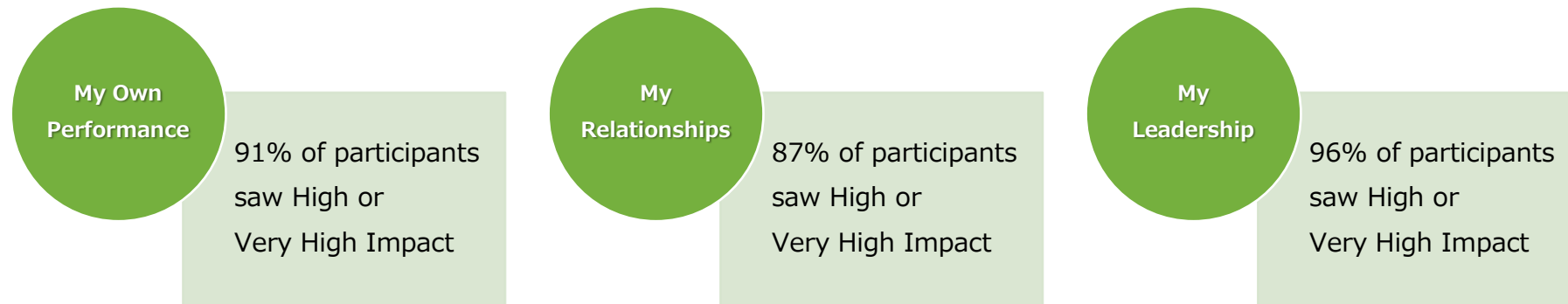
**SKILLS | RESOURCES | EDUCATION**

FOR existing leaders and the next generation of leaders

TO effectively lead and empower participants to transform and improve their organizations.

# Leadership Development Program: Outcomes

Empower participants to become recognizable leaders who reshape their surroundings through discipline and tenacity of the **self**, inspiration of their **teams**, and strategic vision for their **organization**.



# Leadership Development Program: Components

## The 12-month LDP includes

Individual 360-degree **assessments**

Interactive, in-person **training** sessions

Executive **coaching**

Group calls

Capstone project

# Metrics for LDP Impact

# Metrics for LDP

The LDP collects feedback from participants at regular intervals to ensure learning is taking place. Questions such as the following are utilized to evaluate the impact of the LDP per module and overall:

Survey questions asked **at the end** of each  
2-day live module:

- The learning content was relevant to my work
- I understand this topic better than I did before the module
- I am confident I can apply what I learned on the job

Survey questions asked **one month after**  
each 2-day live module:

- Since the workshop, I have used some of what I learned in my work
- The skills I learned in the workshop are relevant and useful in my work
- I have seen positive impact from the learning I have applied so far at work

# Overall Participant Reported Impact

Includes all survey results

Looking back at the workshop, I believe I learned relevant and important things that are useful at my work



I have seen positive impact from the learning I have applied so far at work.



Since the workshop, I have used some of what I learned in my work.



I am confident I can apply what I learned on the job.



- Strongly Disagree
- Disagree
- Somewhat Disagree
- Neither Agree nor Disagree
- Somewhat Agree
- Agree
- Strongly Agree
- I don't know



# Overall Participant Reported Impact

Includes all survey results

When surveyed on the relevance of the program, 99% of participants agreed the content of modules 1-4 was relevant to their work.

The learning content was relevant to my work.



# Overall Participant Reported Impact

Includes all survey results

100% of surveyed respondents expressed they would recommend all the modules they completed during this program to others.

I would recommend this module to others.



# Kirkpatrick Model: The 4 Levels of Evaluation

# Kirkpatrick Model: The 4 Levels of Evaluation

## Level 1: Attendance

**Level 1: Attendance** - The degree to which participants attended the different portions of the training

## Level 2: Learning

**Level 2: Learning** - The degree to which participants acquire the intended knowledge, skills, attitude, confidence, and commitment based on their participation in the training

## Level 3: Behavior

**Level 3: Behavior** - The degree to which participants apply what they learned during training when they are back on the job

## Level 4: Results

**Level 4: Results** - The degree to which targeted outcomes occur as a result of the training and the support and accountability package

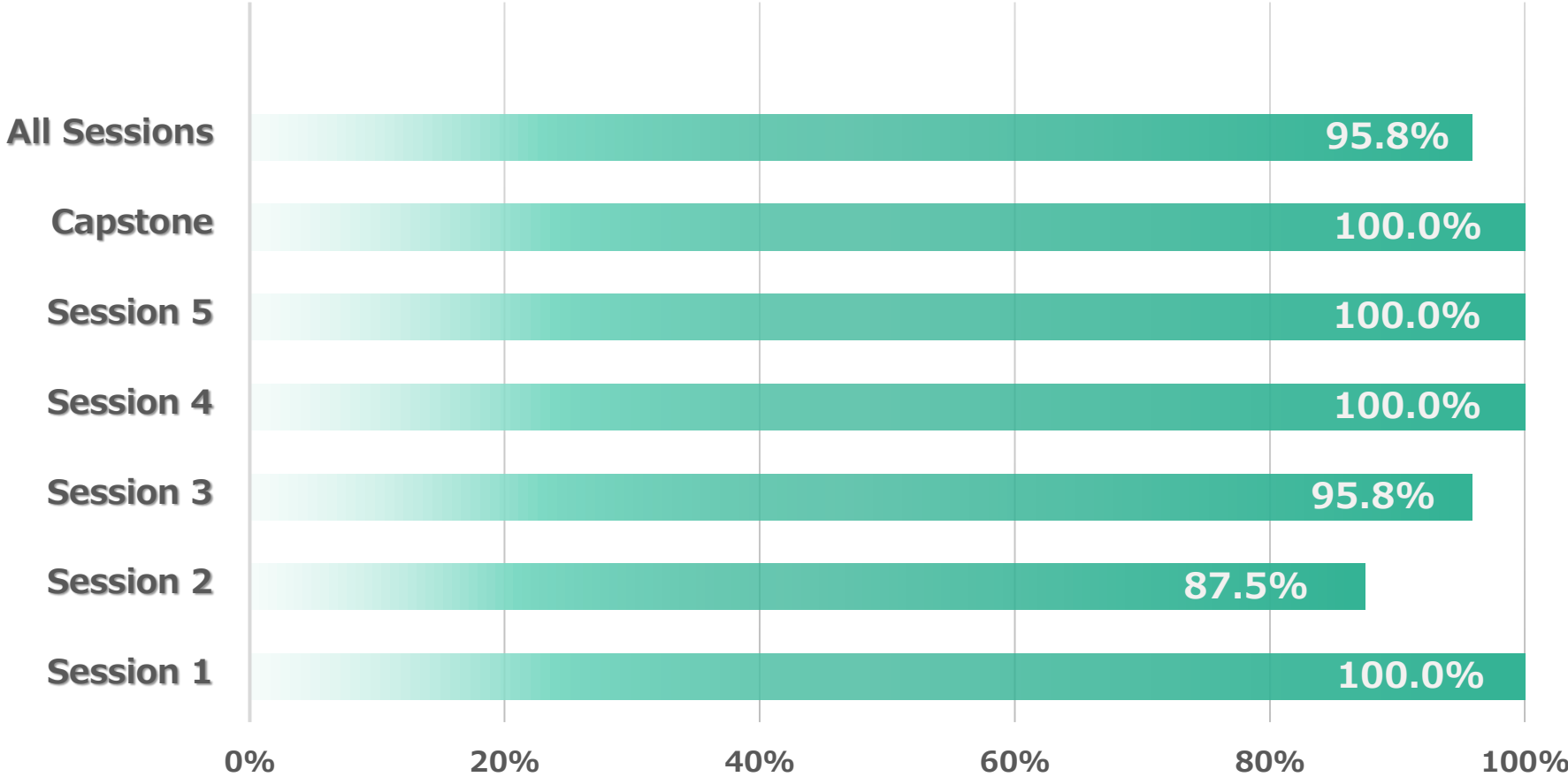
# Executive Summary Per Kirkpatrick Level

# Kirkpatrick Model Level 1: Attendance

The degree to which participants attended the different portions of the training

# Participants Attended Over 95% of the Offered Sessions

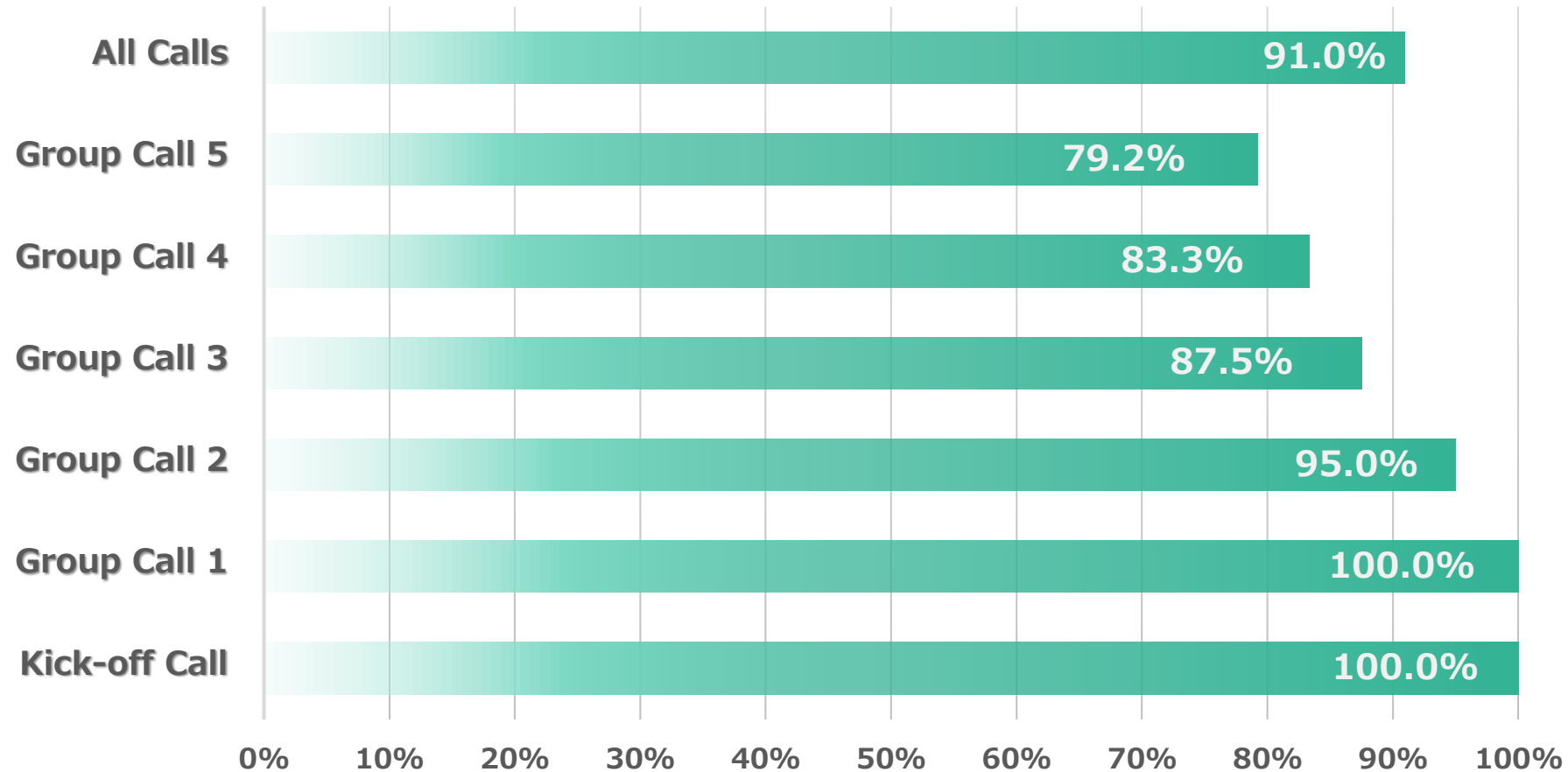
## Session Attendance



The LDP includes 11 days of in-person collaboration

# Participants Attended Over 90% of the Group Calls

## Group Call Attendance



The LDP includes a kickoff call and 5 group calls

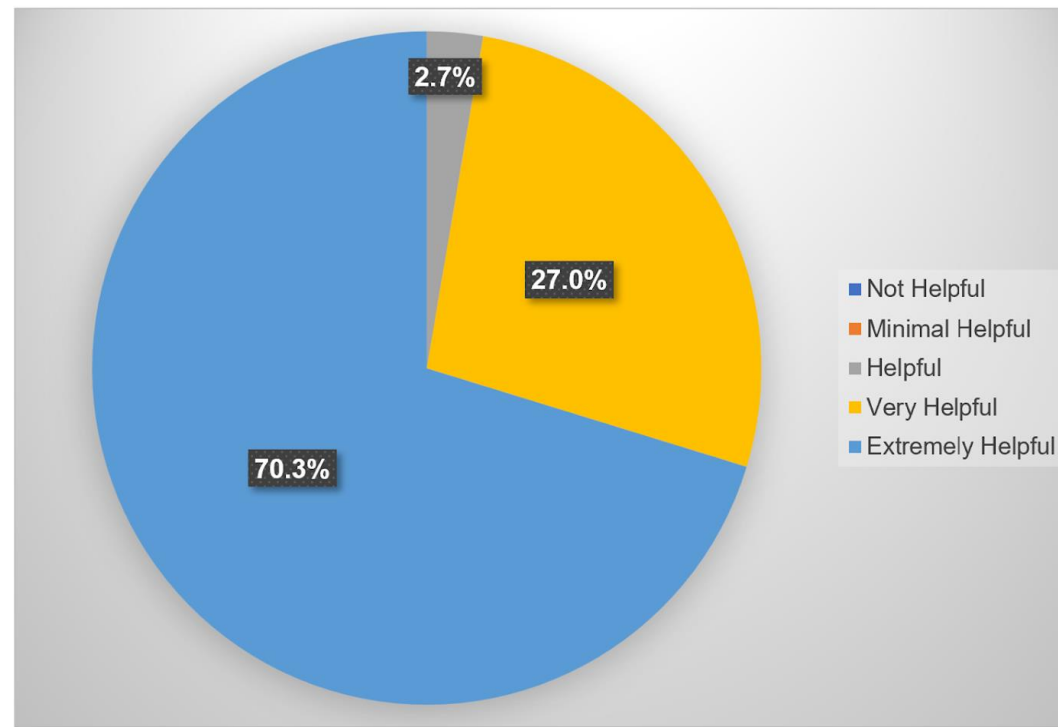


# Kirkpatrick Model Level 2: Learning

The degree to which participants acquire the intended knowledge, skills, attitude, confidence, and commitment based on their participation in the training

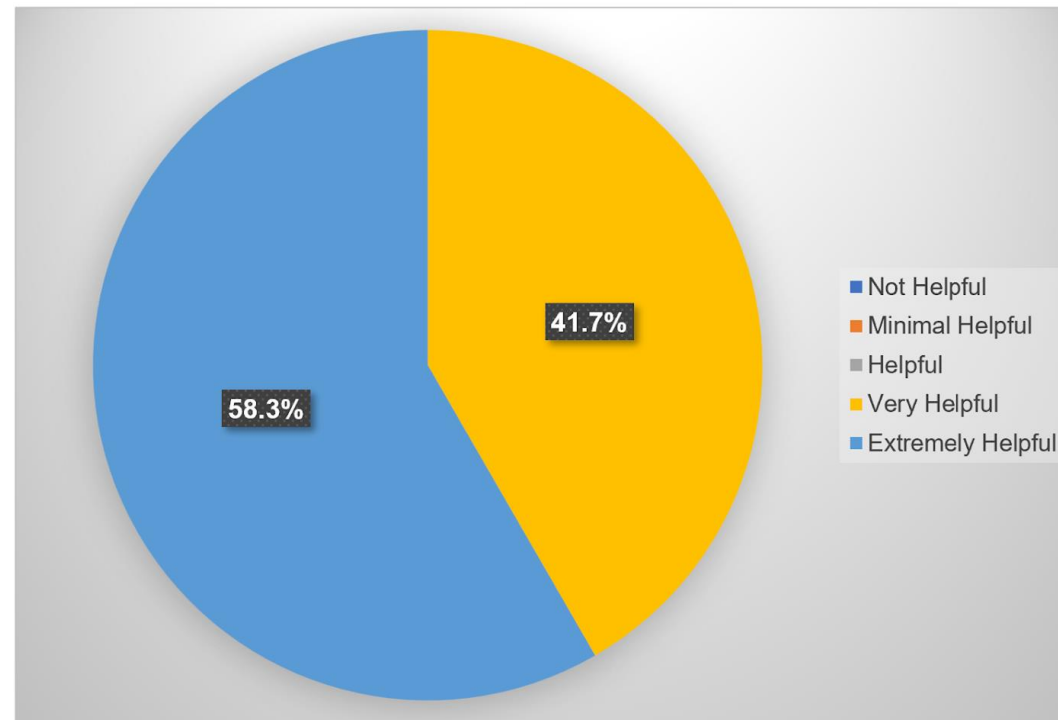
# Participants Found LDP Content to Be Helpful

## Peer-to-Peer Discussions



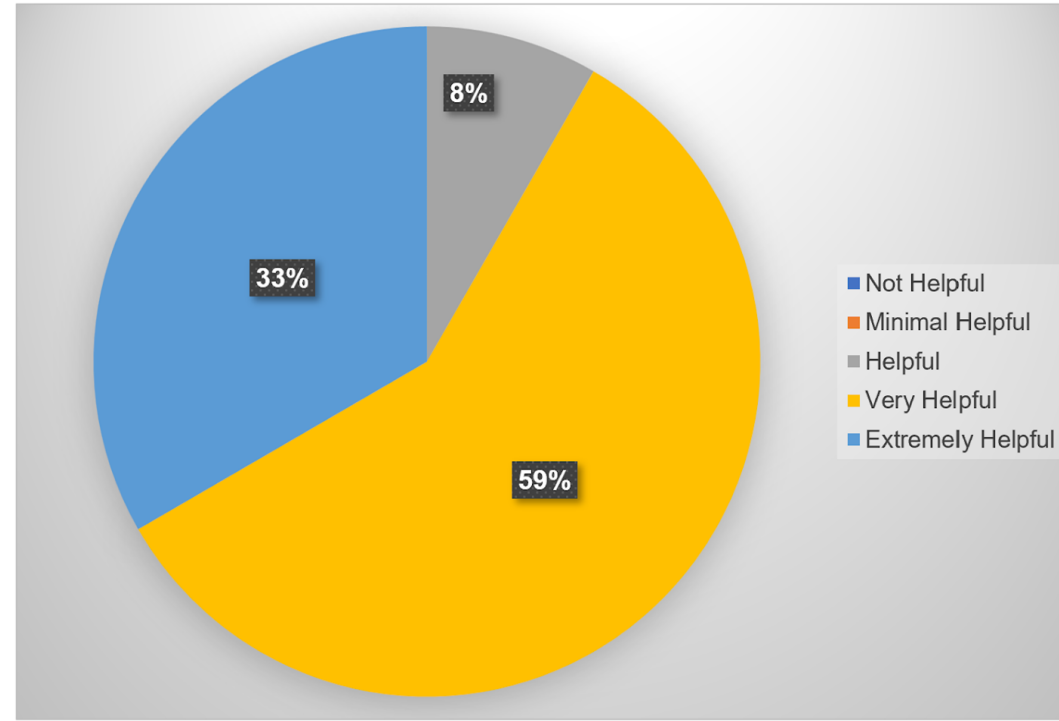
# Participants Found LDP Content to Be Helpful

## Coaching Demonstrations



# Participants Found LDP Content to Be Helpful

The Exercises (Assessments etc.)



# Written Participant Testimonials

*“[He] was very complimentary about the sessions you lead and mentioned how valuable he thought all of the sessions were for him personally. One of the things he has been working on is networking, so his participation in the program really fit the bill. He even mentioned how much he will miss everyone at the end. I’m sure you will hear this from many but wanted to pass it along.”*

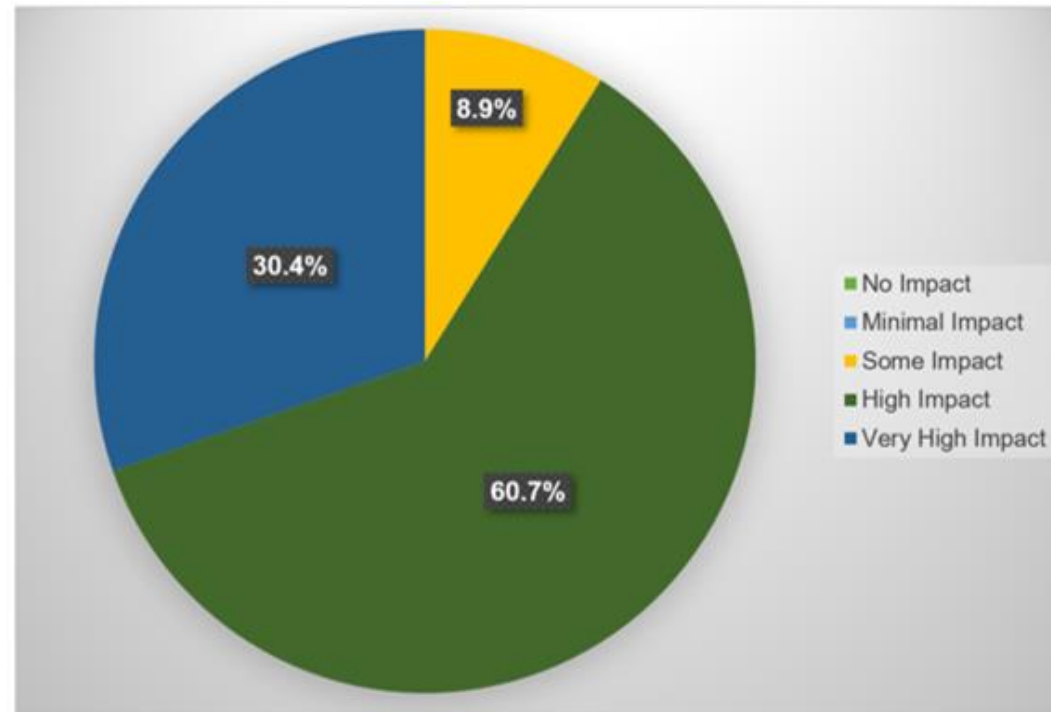
*“Thank you for the LDP program. It was more impactful in many ways than my MBA was. I appreciate the opportunity and am happy to talk to anyone you want to encourage to participate in the future.”*

# Kirkpatrick Model Level 3: Behavior

The degree to which participants apply what they learned during training when they are back on the job

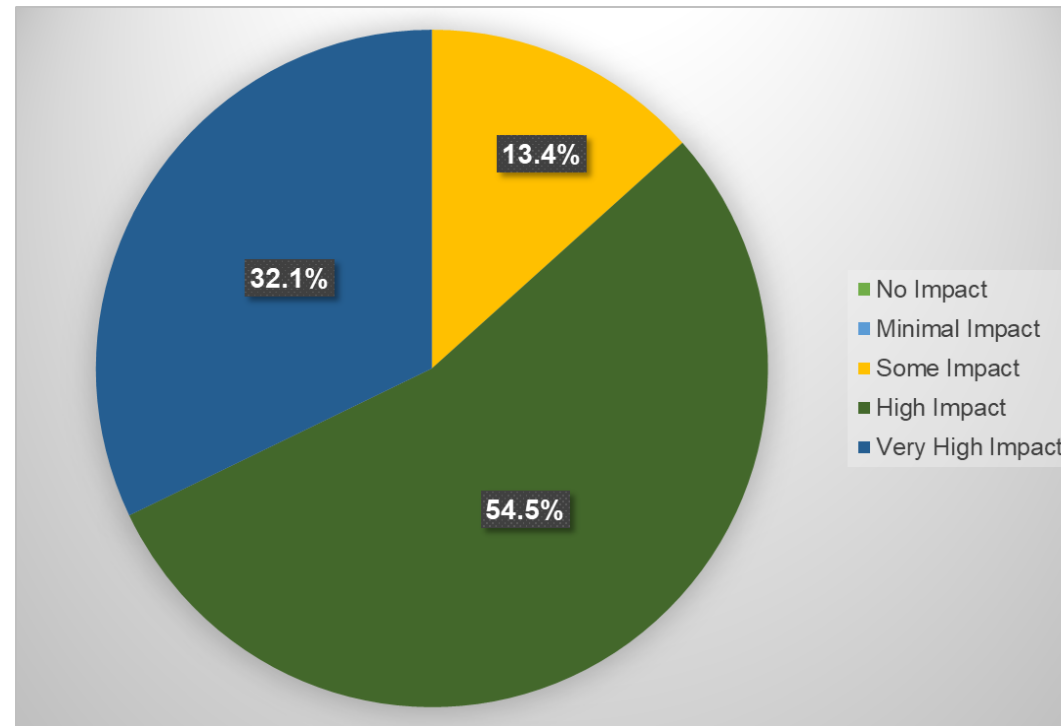
# LDP Directly Impacted Participant Capabilities

+ Impact on Individual Performance



# LDP Directly Impacted Participant Capabilities

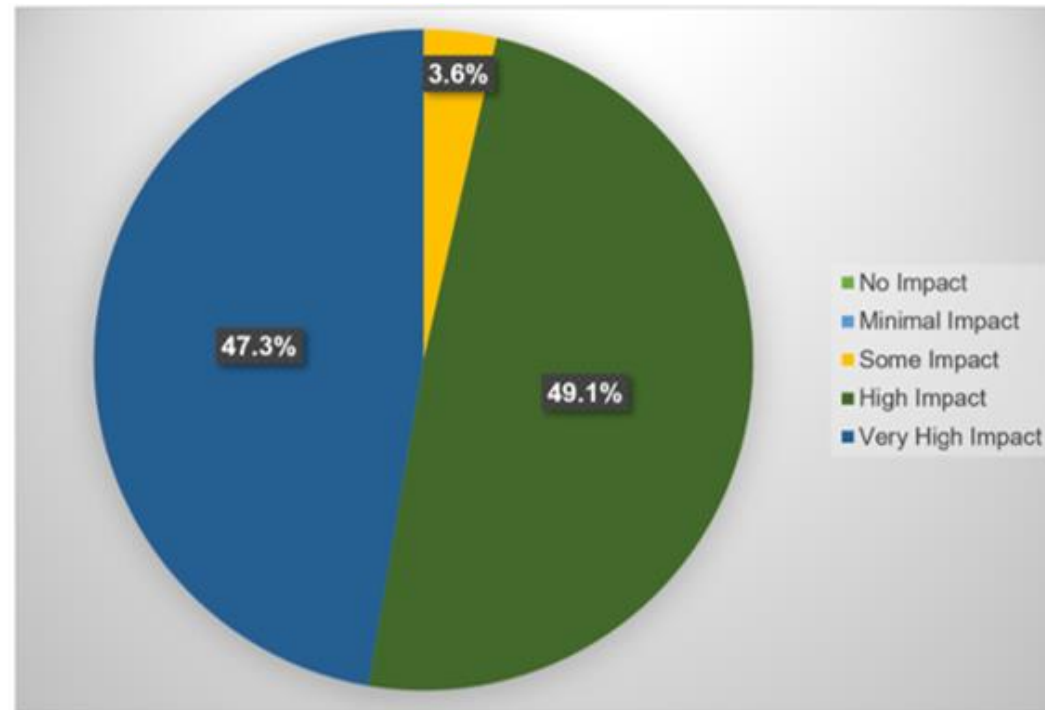
+ Impact on My Relationships





# LDP Directly Impacted Participant Capabilities

+ Impact on My Leadership



# Written Participant Testimonials (Emails)

*“...I especially enjoyed this last module on strategic thinking. I was really surprised to learn that I fell into the strategic thinking category. It is somewhat empowering and affirming to realize this is actually a strength not a weakness. Now I just need to work on the other tools I've learned so that I can best apply this to my leadership role. I will always value the relationships that I developed through this course.”*

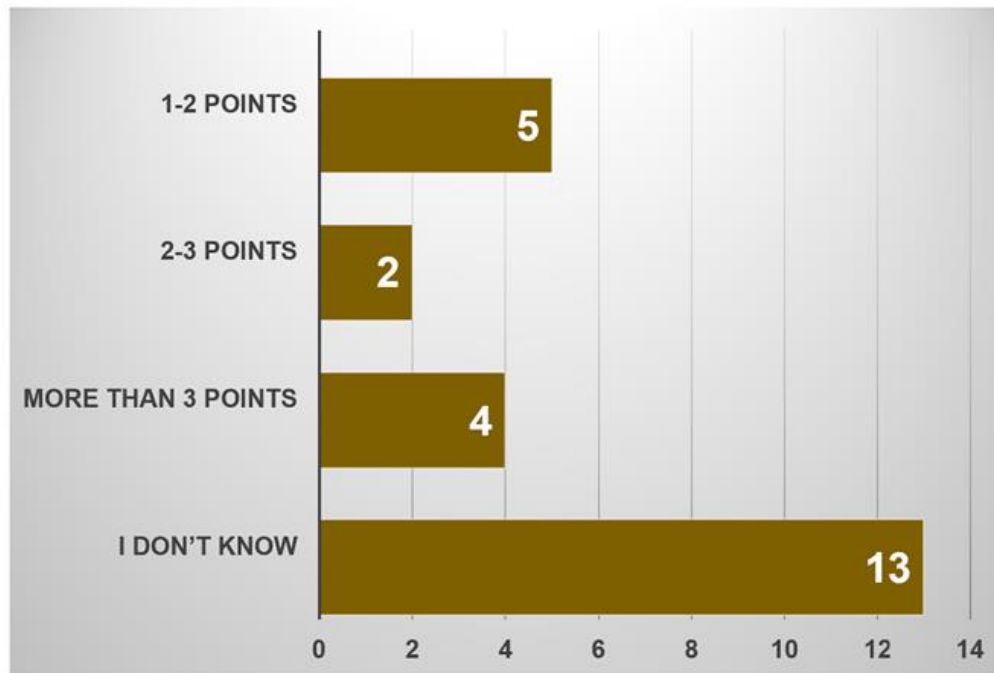
*“As I have mentioned during our discussions that I find the training very useful in my everyday management of my practice, especially the last session - I am coaching my partners and manager using the tools and they now assess each employee situation - Aptitude, Attitude, Resources. I feel it has been effective.”*

# Kirkpatrick Model Level 4: Results

The degree to which targeted outcomes occur as a result of the training and the support and accountability package

# Customer Satisfaction Scores are Increasing

## Customer Satisfaction Growth Since The Start Of The Program



Response	Count
1-2 points	5
2-3 points	2
More than 3 points	4
I don't know	13

# Final Program Evaluation Testimonials

*“Because I have new leadership skills, my confidence has grown and I plan to take on a new challenge that I would not have pursued otherwise.”*

*“I can’t say enough about this program and about how much I learned.”*

*“Being a better communicator about where we are with year-end goals and working with my team to develop a strategy to meet those goals.”*

# Final Program Evaluation Testimonials

*“This has been one of the most impactful learning opportunities that I have ever been involved in.”*

*“Continue to apply coaching and strategic mind set - with a better toolbox than I had before - to the problems we face in practice and pod.”*

*“I am so incredibly grateful for this experience. The facilitators are amazing.”*



# Thank You

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