Delivering Effective Training to Investigators and Their Delegates

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What is Training?

- A type of active learning; structured and learner-centered
- Effects change (teaches **how** to do something in addition to the **who, what, where, when, and why**)
- Relevant and practical real-world information, concepts, and skills that can be used immediately
- Outcomes driven (i.e. to decrease errors in informed consent documentation)
- Measurable outcomes
Training Needs Analysis

- What do you want investigators/delegates to be trained on vs. what they actually need to be trained on
- What training is needed and why?
- Where is training needed?
- Who needs training?
- How will training be provided?
- How much will training cost?
- What will be the impact on business?
Development, Implementation, and Maintenance of Training Programs

Apply adult learning methodology for all trainings!

Project Plan - Logistics

<table>
<thead>
<tr>
<th>Who? (Multidisciplinary team)</th>
<th>How? (Format)</th>
<th>Where and When?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject Matter Experts</td>
<td>Online</td>
<td>Informal vs. Informal</td>
</tr>
<tr>
<td>Instructional Designer</td>
<td>In-person</td>
<td>Continuous vs. Periodically</td>
</tr>
<tr>
<td>LMS Administrator</td>
<td>Mentorship</td>
<td>Just-In-Time/On-Demand</td>
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<tr>
<td>Facilitator</td>
<td>Coaching</td>
<td></td>
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<tr>
<td>Target Audience</td>
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</tbody>
</table>
# Development, Implementation, and Maintenance of Training Programs

## Project Plan – Deliverables

<table>
<thead>
<tr>
<th>What? (Training Material)</th>
<th>Why? (Purpose of Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre- and Post- training requirements (pre-test, prerequisite, pre-work, post-test, evaluation, certificate of completion)</td>
<td>Curriculum/Program/Agenda</td>
</tr>
<tr>
<td>Handbook</td>
<td>Learning Objectives</td>
</tr>
<tr>
<td>Jobs Aids</td>
<td>Expectations</td>
</tr>
<tr>
<td>Policies and Standard Operating Procedures</td>
<td></td>
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<tr>
<td>Website</td>
<td></td>
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<tr>
<td>Employee App Store</td>
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</table>
Return On Investment (ROI) of Training

Was the training effective?
ROI of Training
Jack Phillips, ROI Institute, Inc.

1) Reaction/Satisfaction
- Did people like the training program?

2) Learning
- Did people learn the content of the training?

3) Application
- Did people apply/use what they were trained on at their job?

4) Impact
- Did the training impact business results or meet business needs?

5) ROI
- Did the training investment pay off?
Training Cycle

1. Identify Training Needs
2. Design the Training
3. Deliver the Training
4. Measure Success
5. Identify Training Needs (loop)

Success criteria:
- [ ] Measure success of training
- [ ] Align training with business goals
- [ ] Ensure training meets needs
- [ ] Evaluate training effectiveness
- [ ] Implement continuous improvement
THANK YOU.

www.ctti-clinicaltrials.org