MYVIEW PROFILE®

For: Participants

Benefits: Personal development, personal productivity

What: A personal report highlighting opportunities for improvement. It provides summaries, comparisons to company averages, the participant's Action Plan and offers support for personalized coaching.

When: After the Learning Workshop and at the very end of the program.

TEAMVIEW®

For: Team Managers

Benefits: Supports Results-oriented management, and upper-level management reporting

What: A report that provides an aggregate look at the team with an assessment of skill adoption, shared successes, and priorities for improvement. TEAMVIEW explains in what proportion results are caused by the program deployment, and offers a conservative Return on Investment (ROI) calculation.

When: After the Learning Workshop and at the very end of the program.

POWERVIEW MEASUREMENT®

For: Program Sponsors

Benefits: Change management, decision making

What: A report that provides an aggregated look at the program's impact. POWERVIEW shows how behaviors are changing customer interactions, helps identify best practices, and provides overall quantified business impact including a conservative ROI calculation.

When: At the very end of the program.

MYVIEW PROFILE, TEAMVIEW and POWERVIEW MEASUREMENT are registered trademarks of Beyond ROI, Inc.

Behavior change plus measurable results

3-step Measurement Approach

GPT's structured 3-step measurement approach moves training from the nice-to-have and cost cutting zone to the more sustainable business strategy and sound investment arena. Global Partners Training applies this measurement process to its flagship **Total Customer Focus™** and **Value Recognition™** programs. Learn more about these proven programs at **globalpartnerstraining.com.**

5-stage Embedding Process

GPT's blended program mixes face-to-face sessions, coaching webinars and digital tools that help change behaviors and create effective work habits. This is referred to as the **Embedding Process**. Learn more about the Embedding Process at **globalpartnerstraining.com**.

GLOBAL PARTNERS TRAINING
The power of business relationships

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Training That Yields

Make training your best investment

Your recurring question: Is it worth taking resources out of the field for training? The answer often lies more in the realm of faith than in facts, because the real impact of training on business results is rarely measured.

To solve this problem Global Partners Training has developed a 3-step measurement approach covering Adoption, Causality and Returns. **Training That Yields** gives you a clear view of training impacts and calculates your monetary returns as well as other benefits to your company and your customers.

Measuring Results with Training That Yields

Global Partners Training uses three important steps to evaluate and understand the impact your training is having on your business: Adoption, Causality and Returns.

3 steps to evaluating impact

Adoption: How do you know change is occurring? **Causality:** How do you know change is due to the training program? **Returns:** What business returns are you getting from your training programs? These 3 steps are measured throughout Global Partners' 5-stage program flow, supported by an online adaptive platform that participants can access anytime from their PC, tablet, or smartphone.

Adoption

Training is meant to generate change in people's behaviors and positively impact business results. But how do you know if change is occurring in the first place? GPT training participants are assessed pre- and post-training to capture adoption of new skills and resulting business outcomes and to pinpoint links between specific skills and specific outcomes. These data are also compared to company and program benchmarks, and so you understand the scaffolding of your team's training success.

Causality

Positive outcomes may result from pre-existing skills or external factors - like having customers who are easy to deal with - that could make participants more successful. So how do you know whether an outcome is due to the training program? To confirm causality, participants are asked to report their success stories. By explaining in detail what skills were used and what happened as a result, these stories provide the missing logical link. You can be sure your learners are connecting the dots between their new skills and their successes.

Returns

The final step in integrating training into sound business strategies is quantification of the results. GPT helps identify metrics that are important to each client and role, such as for service people: productivity, giveaways (free labor, parts), cost-savings (under-warranty parts replacement, useless travels) and new revenue opportunities. What is measured during training can be extended and improved with post-training reinforcement.

	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
TRAINING:	Preparation Webinar **1**	Learning Workshop **2 days**	Application Webinars **2**	Embedding Workshop **2 days**	Embedding Webinars **3**
MEASURES:					
Adoption		• Baseline Survey • Action Plan		• Action Plan	• Post Survey
Causality			• Success Stories		• Success Stories
Returns			• Mid-Process ROI Evaluation		• ROI Evaluation