

THE LEADERSHIP GROUP

Specializing in Leadership Training & Non-Profit Management Consulting

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A STEP BY STEP PROCESS TO OUTCOMES – PART 2

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Facilitator: Regina Podhorin – The Leadership Group

1. Taking It Up A Notch – Evaluation System Upgrades

Participants will share examples of their own data, reports and systems for use in group discussions.

- Keep it simple – Don't fake it
 - I. Examples of simple evaluation plans
- Keep it honest and objective within your means
 - I. Use of internal/external teams of reviewers
 - II. Increasing trust to increase objectivity & increasing objectivity to increase trust
- Keep it logical – it must all connect
 - I. Your logic models – testing the logic
- Keep it measurable – don't reinvent the wheel
 - I. Reviewing existing measures & fine tuning their use
- Evaluate both process and outcomes – it is not all numbers
 - I. A simple process checklist – what are you tracking?
- Get everyone involved
 - I. Ideas for engaging other staff, volunteers, board members
- The end is too late – start early and evaluate often
 - I. Checking your evaluation schedule – maximizing the benefits while streamlining the process
 - II. Reports you are currently using and tips on trend analysis
- Participant and stakeholder surveys count
 - I. Are your surveys satisfaction or outcome oriented?
- Have a Plan B and know when to use it
 - I. What contingencies are you prepared for?
- Share your successes and obstacles widely and regularly
 - I. Internal and external reporting – lowering the perceived risks

2. Putting It All Together – Small Group Closing Exercise

- Creating an enhanced outcome & evaluation system that is credible and sustainable for your organization.