THE NEW WORLD KIRKPATRICK MODEL

LEVEL 1 REACTION **MONITOR & ADJUST** Engagement Relevance Customer satisfaction LEVEL 4 RESULTS **LEVEL 2** LEARNING Leading Desired indicators outcomes On the job learning Knowledge Skills Attitude Confidence Commitment

The degree to which participants find the training favorable, engaging and LEVEL 1: **REACTION** relevant to their jobs LEVEL 2: The degree to which participants acquire the intended knowledge, skills, **LEARNING** attitude, confidence and commitment based on their participation in the training LEVEL 3: The degree to which participants apply what they learned during training when **BEHAVIOR** they are back on the job LEVEL 4: The degree to which targeted outcomes occur as a result of the training and the RESULTS support and accountability package

