

Learning Lunch

Testing & Evaluation Ideas with Doug Mead

**Host = Dennis Sergent, Sergent Results Group
517-381-5330**

**Thursday, June 10th, 2010
10:30 AM to 1:00 PM**

***University Club of Michigan State
3435 Forest Road, Lansing, MI 48909
517-353-5111***



What Can We Think About Differently?

- **Thinking Together**
 - As Well As Alone
- **Rethinking What Our Words Mean?**
 - Thinking?
 - Working?
 - Learning?
 - Management?
 - Leadership?
 - Ethics?
 - Investment?
 - Interchangeability?
 - Quality?
 - Continuous?
 - Together?
 - Technology?
 - Rethinking?

Testing & Evaluation

- ***How do we measure success?***
 - *Project Testing, and Evaluation*
- **Objectives**
 - Gain a better understanding of the value of testing and evaluation
 - See testing and evaluation as a critical part of human performance change strategy
 - Understand why testing and evaluation are important links to producing measurable results.
- **How do you test and evaluate:**
 - Performance Improvement Projects?
 - Development and Training?

Testing and Evaluation

- **Testing and Evaluation**
 - The Link Between Learning and Performance
 - *Our Mission/Purpose*
- ***What Does Optimum Organizational Effectiveness Look Like?***
- **The Human Performance Improvement Process**
 - Evaluation Begins in the Project Alignment Phase of Front-End Analysis
- ***Cost-effectively Improve Business Performance***
 - Levels of Evaluation
 - Developmental Testing
 - Validation Testing
- **Follow-up Evaluation:**
 - *Help Clients Create Performance Measurement Systems*
- ***Project Application Examples***

Lunch!

- **Let's collect our lunch!**
- **Room will be secure**
- **Staff will take your drink orders in the meeting room**
- **When you return, start discussing at your table**
- **Appoint one person to record your answers to the following questions!**

TABLE DISCUSSIONS

AT EACH TABLE DISCUSS AND DOCUMENT:

- **WHAT ARE OUR NEXT ACTION STEPS?**
 - What did I learn here?
 - What do we need to discuss next?
 - Who else should be here?
 - What will we do with this learning?
 - When do we meet again?

- **THEN SHARE WITH FACILITATOR & ROOM WHEN ASKED**

Future Agenda

Future Discussions

- July 8th, 2010 = Project & Program Management (PDSA)
- July 27th, 2010 = Skilled Incompetence & Managerial Malpractice
- Aug 19th, 2010 = Operational Definitions
- Sep 13th, 2010 = Small Business - Quality Benefits

Other Subjects

- Culture
- Comparisons of Quality Management Systems
- Enabling Transformation - Principles and Planning
- Having Difficult Conversations - Principles and Tools
- Influence (Influencing Your Leader and Your Team)
- Innovation
- Leadership
- Motivation
- Overcoming Organizational Defenses with Productive Reasoning

- **What Are Your Ideas?**

CQI LEARNING LUNCH

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