



# Appendix two – Evaluation methodologies

## Department of Finance Services and Innovation

Evaluation level	Outcomes	Method of measurement
<b>Reaction</b>	<ul style="list-style-type: none"> <li>active participation</li> <li>positive reaction to the Program</li> <li>advocacy for the Program (Would you recommend to a colleague?)</li> </ul>	<ul style="list-style-type: none"> <li>post workshop feedback form/survey</li> <li>number of participants completed the workshop</li> <li>number of participants by level/gender (demonstrates this program is for all staff)</li> <li>number of participants accessing the '7 Habits' app</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>knowledge of content and principles</li> </ul>	<ul style="list-style-type: none"> <li>observation during workshop</li> <li>group work</li> <li>pre/post 360 feedback changes</li> </ul>
<b>Behaviour</b>	<ul style="list-style-type: none"> <li>implementation of the 7x7 contract (to embed behaviour)</li> <li>implementation of Managers toolkits and team activities (available on Fastrac)</li> <li>key language and principals used consistently</li> </ul>	<ul style="list-style-type: none"> <li>reflected in development plans of staff</li> <li>pre/post 360 feedback changes</li> <li>collection of qualitative examples/stores of implementation</li> <li>utilisation of '7 Habits' concepts and language in Executive communications</li> </ul>
<b>Behaviour</b>		<ul style="list-style-type: none"> <li>pulse survey               <ul style="list-style-type: none"> <li>Has the '7 Habits' program improved your effectiveness at work?</li> <li>If you have attended the '7 Habits' program in the last 12 months, what has contributed most to improving your effectiveness at work?                   <ul style="list-style-type: none"> <li>enhanced planning and time management skills</li> <li>collaborate more effectively with enhanced mutual benefit</li> <li>effective listening skills and understanding of other perspectives</li> <li>taking greater accountability for own and team business outcomes</li> <li>greater focus on things you can influence instead of focusing on things you can't</li> <li>making time for self-renewal and greater work life balance.</li> </ul> </li> </ul> </li> </ul>
<b>Results</b>	<ul style="list-style-type: none"> <li>improved engagement across specific measures</li> <li>improvement in service metrics</li> </ul>	<ul style="list-style-type: none"> <li>PMES survey metrics e.g. Career and development (measured every 12 months)</li> <li>service/call centre results pre/post implementation</li> </ul>

## Service NSW

Maintaining a cutting-edge culture	Evaluation approach	Success measures	Key inputs
<ul style="list-style-type: none"> <li>develop a framework and language which supports and nurtures our unique culture and reinforces our values; passion; accountability and teamwork</li> <li>identify and implement organisation-wide development program to build a diverse and inclusive culture and address, and action our strategic priorities of nurturing our culture and building a world class team</li> <li>roll out a sustainable program that focuses on whole-of-self and accessible by all staff; across divisions, channels and grades</li> <li>acknowledge the contribution of the last four years</li> <li>grow self-leadership capabilities to support future workforce needs</li> <li>make Service NSW a great place to work and employer of choice</li> <li>maintain high levels of customers satisfaction and employee engagement</li> </ul>	<p>Observation works best over time to assess behaviour and performance change and extent of how learning has been applied – needs leadership support.</p> <p>Qualitative evaluation:</p> <ul style="list-style-type: none"> <li>360-degree benchmark assessment – collected prior to training and used as a personal development tool</li> <li>collect feedback immediately after workshop via post-training survey – how did participant feel about learning experience, what did they take away</li> <li>observations from trainers on the day and managers back on the job</li> <li>follow up 360 degree assessment (in 12 months)</li> </ul> <p>Quantitative evaluation:</p> <ul style="list-style-type: none"> <li>course completion rates</li> <li>course evaluation surveys</li> <li>maintain or increased staff engagement – Pulse and PMES results</li> </ul>	<ul style="list-style-type: none"> <li>all staff complete the 2-day workshop</li> <li>all staff complete 360 benchmark assessments</li> <li>embed language driven from CEO down</li> <li>maintain customer engagement results</li> <li>maintain and improve staff engagement results</li> <li>incorporate language and measures in individual scorecards</li> <li>adopt a win/win mindset</li> <li>CEO award based on criteria agreed by ELT</li> <li>monitor divisions before and after implementation</li> <li>refinement of criteria as we commence roll out</li> </ul>	<p>People Matter Employee Survey 2014:</p> <ul style="list-style-type: none"> <li>84% staff engagement SNSW</li> <li>65% NSW Public Sector</li> <li>explore key findings: performance management, learning career development, equity and diversity, health &amp; wellbeing</li> </ul> <p>Staff engagement results 2015:</p> <ul style="list-style-type: none"> <li>84% staff engagement index June 2014</li> <li>77% staff engagement index June 2015</li> </ul> <p>What can SNSW do to keep staff engaged and committed (from staff engagement 2015):</p> <ul style="list-style-type: none"> <li>explore key findings and common themes</li> </ul> <p>Quarterly Pulse Check Survey 2016:</p> <ul style="list-style-type: none"> <li>reference and research</li> </ul> <p>Expectations with Executive Director P&amp;C:</p> <ul style="list-style-type: none"> <li>performance agreement</li> <li>strategic goals</li> <li>current gaps</li> <li>staff KPIs</li> </ul>