Delivering Effective Training to Investigators and Their Delegates

Tina Chuck, MPH
Director
Office of Research Policy and Training
Northwell Health
tchuck@northwell.edu
What is Training?

▷ A type of active learning; structured and learner-centered

▷ Effects change (teaches *how* to do something in addition to the *who, what, where, when, and why*)

▷ Relevant and practical real-world information, concepts, and skills that can be used immediately

▷ Outcomes driven (i.e. to decrease errors in informed consent documentation)

▷ Measurable outcomes
Training Needs Analysis

✓ What do you want investigators/delegates to be trained on vs. what they actually need to be trained on

✓ What training is needed and why?
✓ Where is training needed?
✓ Who needs training?
✓ How will training be provided?
✓ How much will training cost?
✓ What will be the impact on business?
**Development, Implementation, and Maintenance of Training Programs**

*Apply adult learning methodology for all trainings!*

### Project Plan - Logistics

<table>
<thead>
<tr>
<th>Who? (Multidisciplinary team)</th>
<th>How? (Format)</th>
<th>Where and When?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject Matter Experts</td>
<td>Online</td>
<td>Informal vs. Informal</td>
</tr>
<tr>
<td>Instructional Designer</td>
<td>In-person</td>
<td>Continuous vs. Periodically</td>
</tr>
<tr>
<td>LMS Administrator</td>
<td>Mentorship</td>
<td>Just-In-Time/On-Demand</td>
</tr>
<tr>
<td>Facilitator</td>
<td>Coaching</td>
<td></td>
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<tr>
<td>Target Audience</td>
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</table>
## Development, Implementation, and Maintenance of Training Programs

### Project Plan – Deliverables

<table>
<thead>
<tr>
<th><strong>What?</strong> (Training Material)</th>
<th><strong>Why?</strong> (Purpose of Training)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre- and Post-training requirements (pre-test, prerequisite, pre-work, post-test, evaluation, certificate of completion)</td>
<td>Curriculum/Program/Agenda</td>
</tr>
<tr>
<td>Handbook</td>
<td>Learning Objectives</td>
</tr>
<tr>
<td>Jobs Aids</td>
<td>Expectations</td>
</tr>
<tr>
<td>Policies and Standard Operating Procedures</td>
<td></td>
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<tr>
<td>Website</td>
<td></td>
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<tr>
<td>Employee App Store</td>
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</table>
Return On Investment (ROI) of Training

TIME IS MONEY

Was the training effective?
ROI of Training
Jack Phillips, ROI Institute, Inc.

1) Reaction/Satisfaction
- Did people like the training program?

2) Learning
- Did people learn the content of the training?

3) Application
- Did people apply/use what they were trained on at their job?

4) Impact
- Did the training impact business results or meet business needs?

5) ROI
- Did the training investment pay off?
Training Cycle

Identify Training Needs → Design the Training → Deliver the Training → Measure Success → Identify Training Needs

- Identify Training Needs
- Design the Training
- Deliver the Training
- Measure Success
THANK YOU.

www.ctti-clinicaltrials.org