

Compliance Today – July 2020 Training metrics: Overrated, outdated, or more relevant than ever?

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Measuring effectiveness was once considered a best practice—something that only the most advanced programs had managed to wrangle. But as with most of the practices that lead the way to improvement, measuring effectiveness is now considered a must-have, not just a nice-to-have. Some folks believe that fitting your program into a box defined by numbers can undermine its true impact, but I tend to fall into the “you can’t improve something that isn’t measured” camp. And for that reason, I believe well-crafted metrics are critical to monitoring and reporting on the success of your program.

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