



PIVOT



Credentials



OLIVIER LA ROCCA





EUROPARTNERS





AGENDA

- What is Pivot?
- How does it work?
- Case study
- Contacts



Small and large public organizations spend million Euros in training people however, their size and complex structures make it difficult to evaluate the effectiveness of the money spent in training, both from the quality and the satisfaction point of view.

What is the quality of current training activities? How are they perceived by people?

How to map areas of improvement?





+ PIVOT

A very targeted tool dedicated directly to private/public training institution and indirectly to public organizations that heavily invest in training.

PIVOT combines software tools, that help the teams to identify what areas need more investigation, together with quali/quantitative analysis tools.

This allows our hybrid teams to evaluate the effectiveness of learning process and the money spent as well as to provide recommendations on areas of improvement.

+ How does PIVOT work?



Stakeholders meeting

PIVOT requires an active involvement of the key stakeholders in order to define brief and the areas to investigate. In depth interviews and facilitated workshops.



Fieldwork

Evaluation of current satisfaction levels based on a series of research activities, from in-depth interviews to surveys. Digital is used to optimise time and costs (ex. Skype interviews). When needed, facilitated workshop are conducted.



Triangulation and cross evaluation

Results coming from different sources are cross checked and evaluated using a series of tools from qualitative analysis to software. Final results are summarised in reports and SWOT analysis.



Final workshop

Key stakeholders are involved in a final workshop to discuss results and identify way forward. This is the last but most crucial stage of the process; the facilitated workshop is the starting point for corrective actions that aim to a massive impact in the effectiveness of training programs.

+ Why PIVOT works better?



1

PIVOT brings key stakeholders right at the core of the process; not only to identify the problems, but most importantly, to creatively define the solutions.

2

PIVOT is a unique mix of hard (software, surveys and statistics) tools together with facilitated workshops that aim to a more in-depth understanding of the root causes for each area of ineffectiveness.

3

PIVOT uses simple reports to provide actionable insights.

+

A case study



PIVOT[®]

INDIRE case study

- Challenge: INDIRE wanted to understand how the money it had spent in training was effective and evaluate participants' levels of satisfaction.
- What have we done: quali and quanti research on selected target groups
- Results: more than 5 critical areas were identified and allowed Europartners to provide our client clear guidelines to improve both planning and execution of training courses.





Contacts

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