

Measuring impact and harvesting new ideas ?

Follow-up on training sessions

Survey

Training staff is an investment. If you are using this training material, it is advised you run an evaluation after each training session your company has implemented. These “on the spot” evaluations are valuable, but they can be reinforced by a second round of feedback, a few days, weeks or months later, especially if you wish to question behaviors’, postures’ and tensions’ changes.

We encourage every company to **send a survey to all participating staff** in the months (max 6 months) after they participated in a session. An example of such a survey can be found below. You are welcomed to adapt it to your needs and goals, especially if you wish to gather some more follow-up ideas on how to discuss and address diversity.

Gathering and implementing ideas

If, during the sessions, you choose to dedicate time the discussions about “what can we do as a company to work better on diversity?”, or if you choose to use optional slides 42 to 44 about onboarding and organizational mapping, it is likely interesting ideas will emerge from the participants.

You can also try to gather new ideas from the follow up survey.

These ideas are often sincere and valuable contribution to the company. It is therefore important to gather them, **and to follow up on them**. Some may be more applicable than other, but implicating staff in these kind of discussions will create expectations, that have to be managed. It is key to give visibility regarding “**what happens next**”, even if only a few ideas actually end up being adopted.

Select the ideas what make more sense, based on your goals and the learning insights you got from talking to the participants. Sessions will have provided insights of key issues regarding diversity.

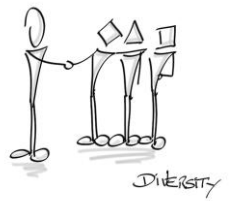
Internal communication can support change. Don’t hesitate to promote the sessions and their outcomes, it will bring people on board and benefit everyone in the company.

It is likely some participants will be interested in contributing to the follow up. Don’t hesitate to **create projects’ groups** that include them, to make sure the ideas are indeed implemented and effective.

Make diversity a recurrent topic in your company

Creating a lasting conversation about diversity is the most valuable follow-up to this training. Based on the sessions’ outcomes, you can set up a **Diversity plan** that is renewed regularly, and organize a **diversity committee**, whose job it is to keep the dynamic running.

Diversity can become part of your organizational culture, and part of its identity. Not only does can it influence management styles and internal communication, it is an interesting subject when it comes to attracting new talents, especially in tourism.



Example of a Follow-up Survey

For staff who previously participated in a training session

How long ago did you participate in the Diversity Training Session?

Overall did you find this training : *Very useful – Useful – Rather useful – Not really useful – Useless*

Looking back, what were the key points of learning, or of interest, for you ?

Since the training session, have there been situations that reminded you of what was discussed during the session ?

Since the session, have there been situations where you discussed or used the knowledge you got from the training ?

Do you feel the need to discuss Diversity further ? If so, what would be an appropriate format ?

Did you see some changes happening after the training (behavior changes, new projects, new discussions among people etc....) ?

Did specific ideas emerge for the sessions that would like to see happening ?

Do you have some ideas that could allow the company to better discuss diversity and tackle certain related issues ?

Any other comment ?

Do you agree to be contacted to discuss your answers ?