TRAINER'S TOOLKIT

Look beyond the satisfaction score

Build a simple rubric for a visible learning task.

STEPS + EXAMPLE + WORKSHEET

When to use this tool

- **For trainers**

  Use when learners need to perform a skill, not only recall facts.

- **For managers**

  Agree on criteria before reviewing an attempt.

- **For learners**

  Use the rubric to prepare and assess your own work.

The practical framework

- **Define the task**

  Choose a demonstration aligned with the objective.

- **Choose criteria**

  Write two or three visible features of good work.

- **Describe levels**

  Explain what missing, partial and complete performance look like.

Start with these steps

- **Use plain descriptors**

  Replace "excellent" with the action you expect to see.

- **Share before practice**

  Let learners use the same criteria while preparing.

- **Check a starting point**

  Where feasible, use a comparable task before and after learning.

Put it into practice

- **Observe the task**

  Record what the learner actually demonstrated.

- **Separate the questions**

  Keep satisfaction, demonstrated learning and later work application distinct.

- **Give one next step**

  Point to a criterion and invite another attempt.

A worked example

- **Illustrative example**

  Task: deliver a short customer handover.

- **Criterion: next action**

  Missing: no action. Partial: action without owner.
  Complete: action with owner and date.

- **Use the result**

  Ask for a revised handover using the missing details.

Your reusable worksheet

Task + objective

Criterion 1: three level descriptions

Criterion 2: three level descriptions

Observed evidence

Feedback + next attempt

Your next step

Choose one task.

Use the tool.

Review what happened.

Follow Tibyan for three practical development tools each week.

Original educational worksheet by Tibyan. Examples are illustrative.

Further reading:

CDC: Evaluate Training