

# Learning and Development Metrics with ISO 30437 Workshop

AGILE LEADERS
Training Center

AGILE LEADERS
Training Center

## Learning and Development Metrics with ISO 30437 Workshop

## Course Overview:

The Learning and Development Metrics Workshop | ISO 30437:2023 is a practical one-week programme for professionals seeking to improve how learning investments are measured, interpreted, and reported. Structured around ISO/TS 30437:2023, the workshop introduces a systematic L&D measurement framework for selecting balanced, relevant, and decision-useful metrics across corporate learning and development activities.

Participants explore learning and development KPIs, training evaluation metrics, and training effectiveness metrics that address resources, participation, learning outcomes, workplace application, employee performance, and organizational value. Rather than relying solely on completion rates or satisfaction surveys, the programme examines quantitative and qualitative evidence needed for learning outcomes measurement, learning transfer measurement, and training impact measurement.

Drawing on the supporting evaluation literature, participants connect L&D metrics with stakeholder expectations, critical workplace behaviours, performance objectives, and strategic priorities. They learn to define metrics consistently, identify credible data sources, establish baselines and targets, and conduct responsible L&D data analysis.

Through guided activities, the ISO 30437 workshop enables participants to design an organizational learning measurement strategy, develop meaningful L&D reporting, and communicate findings through concise management dashboards. It is particularly valuable for organizations seeking evidence-based HR learning and development and greater accountability for learning investments.

AGILE LEADERS
Training Center

## Target Audience:

- Chief learning officers and heads of learning and development
- L&D managers, specialists, and coordinators
- Human resources directors and HR business partners
- Talent management and organizational development professionals
- Learning analytics and people analytics specialists
- Training evaluation and training effectiveness professionals
- Instructional designers and corporate trainers
- Performance management and workforce planning specialists
- Quality, governance, and compliance professionals
- Corporate academy and professional development managers
- Department managers responsible for employee development
- HR analysts responsible for L&D reporting and dashboards

## Targeted Organizational Departments:

- Learning and Development
- Human Resources and Human Capital
- Talent Management and Workforce Development
- Organizational Development
- People Analytics and HR Reporting
- Performance Management
- Corporate Academies and Training Centres
- Strategy and Business Transformation

## Targeted Industries:

- Government ministries, authorities, and public-sector organizations
- Banking, financial services, and insurance
- Oil, gas, energy, and utilities
- Healthcare, hospitals, and pharmaceutical organizations
- Manufacturing, engineering, and industrial operations
- Telecommunications and information technology
- Education, universities, and professional training providers
- Transportation, logistics, and supply chain organizations

AGILE LEADERS
Training Center

## Course Offerings:

By the end of this course, participants will be able to:

- Explain the purpose and application of ISO/TS 30437:2023.
- Identify the users and decision-making purposes of L&D metrics.
- Establish an ISO-aligned L&D measurement framework.
- Translate organizational priorities into learning and development KPIs.
- Distinguish quantitative metrics from qualitative evidence.
- Select balanced training performance indicators for different stakeholders.
- Define metrics using clear formulas, scope, ownership, and reporting frequency.
- Establish suitable baselines, targets, and comparison criteria.
- Measure participation, completion, learning costs, and resource use.
- Conduct learning outcomes measurement for knowledge, skills, and capabilities.
- Evaluate workplace application through learning transfer measurement.

## Training Methodology:

The workshop uses an applied methodology that converts ISO/TS 30437:2023 concepts into practical organizational measurement processes. Short interactive presentations introduce the purposes, users, structures, and principles of L&D metrics. Facilitated discussions then allow participants to compare these principles with their existing HR learning and development practices.

Case studies examine common measurement problems, such as relying exclusively on attendance, completion, satisfaction, or training expenditure. Participants analyze how broader evidence can support training evaluation, learning outcomes measurement, workplace learning evaluation, and training impact measurement. Examples from the supporting PDFs demonstrate stakeholder alignment, critical workplace behaviours, reinforcement, evidence chains, performance improvement, and organizational results.

Group work guides participants through metric selection, definition, and prioritization. Participants develop metric specification cards containing the purpose, formula, data source, owner, frequency, baseline, target, and interpretation rules for each measure. Calculation scenarios strengthen L&D data analysis skills, while dashboard-design activities develop clear and audience-specific L&D reporting.

AGILE LEADERS
Training Center

## Course Toolbox:

- ISO-aligned L&D measurement framework worksheet
- Stakeholder and measurement-purpose mapping template
- Learning and development KPI selection matrix
- Metric-definition card with formula and ownership fields
- Quantitative and qualitative evidence checklist
- Training evaluation planning template
- Learning outcomes measurement worksheet
- Learning transfer measurement checklist

## Course Agenda:

### Day 1: ISO 30437 Foundations and Measurement Context

- **Topic 1:** ISO/TS 30437:2023 Purpose and Scope
- **Topic 2:** Learning and Development Measurement Context
- **Topic 3:** Users of L&D Metrics
- **Topic 4:** Purposes of L&D Measurement
- **Topic 5:** Quantitative and Qualitative Metrics
- **Topic 6:** Balanced Metric Selection
- **Reflection & Review:** Reviewing ISO 30437 principles and current measurement gaps

### Day 2: Designing Learning and Development KPIs

- **Topic 1:** Linking Learning with Organizational Priorities
- **Topic 2:** Stakeholder Needs and Measurement Questions
- **Topic 3:** Learning and Development KPI Selection
- **Topic 4:** Metric Definitions and Calculation Rules
- **Topic 5:** Baselines, Targets, and Benchmarks
- **Topic 6:** Metric Ownership and Reporting Frequency
- **Reflection & Review:** Evaluating the relevance and balance of selected KPIs

AGILE LEADERS
Training Center

## Day 3: Training Evaluation and Learning Outcomes

- **Topic 1:** Training Evaluation Planning
- **Topic 2:** Participation and Completion Metrics
- **Topic 3:** Learner Experience and Satisfaction Evidence
- **Topic 4:** Knowledge and Skills Measurement
- **Topic 5:** Learning Outcomes and Capability Gains
- **Topic 6:** Training Cost and Efficiency Metrics
- **Reflection & Review:** Building evidence beyond attendance and satisfaction

## Day 4: Learning Transfer and Organizational Impact

- **Topic 1:** Workplace Learning Evaluation
- **Topic 2:** Critical Behaviours and Performance Indicators
- **Topic 3:** Learning Transfer Measurement
- **Topic 4:** Manager Support and Workplace Reinforcement
- **Topic 5:** Training Impact and Business Results
- **Topic 6:** Contribution, Attribution, and Training ROI
- **Reflection & Review:** Connecting learning evidence with performance improvement

## Day 5: Learning Analytics, Reporting, and Strategy

- **Topic 1:** L&D Data Sources and Collection
- **Topic 2:** Data Quality and Metric Validation
- **Topic 3:** L&D Data Analysis and Interpretation
- **Topic 4:** Dashboard Design and L&D Reporting
- **Topic 5:** Measurement Risks and Unintended Consequences
- **Topic 6:** L&D Measurement Strategy and Action Plan
- **Reflection & Review:** Presenting an ISO-aligned measurement roadmap

AGILE LEADERS
Training Center

## FAQ:

### What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No formal qualification or previous ISO training is required. Familiarity with learning and development, human resources, training management, performance measurement, or organizational reporting is helpful. Participants may bring examples of their current L&D metrics or reports for discussion, provided that confidential organizational information is removed.

### How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4–5 hours, with breaks and interactive activities included. The total course duration spans one week, approximately 20–25 hours of instruction.

### Does this workshop provide ISO 30437 certification or the official standard?

No. ISO/TS 30437:2023 is a technical specification that provides guidance on learning and development metrics rather than requirements for organizational certification. The workshop explains its measurement concepts and workplace application but does not provide ISO certification, accreditation, or an official copy of the copyrighted standard. Participants or organizations requiring the complete publication should obtain it through ISO or an authorized national standards body.

## How This Course Is Different from Other Learning and Development Metrics Courses:

This workshop is distinguished by its direct alignment with ISO/TS 30437:2023 and its focus on building a balanced measurement system rather than compiling a generic list of HR metrics. It connects every measure to a defined user, decision-making purpose, organizational objective, and reporting requirement.

While many learning and development workshops concentrate on attendance, completion rates, satisfaction surveys, or training ROI alone, this programme examines the complete evidence pathway. Participants consider learning resources and activities, immediate outputs, acquired knowledge and skills, workplace application, employee performance, and organizational contribution. This prevents isolated metrics from presenting an incomplete or misleading view of training effectiveness.

The supporting evaluation literature strengthens the ISO framework through practical concepts such as stakeholder engagement, critical behaviours, workplace reinforcement, evidence chains, strategic training assessment, and financial and non-financial results. Participants learn when each form of evidence is appropriate and how to avoid unsupported claims about training impact.

Most importantly, the programme produces practical workplace outputs. Participants design learning and development KPIs, metric-definition cards, data-quality controls, dashboard structures, and an L&D measurement strategy.

AGILE LEADERS
Training Center

# Training Course Categories

- Agile PM and Project Management Training Courses
- Agribusiness & Food Security Training Courses
- Aviation Management and Operations Training Courses
- Certified Courses By International Bodies
- Communication and Public Relations Training Courses
- Crisis Management and Business Continuity Training Courses
- Data Analytics Training and Data Science Courses
- Digital Government & Public Service Training Courses
- Education and Learning Development Training Courses
- Environment & Sustainability Training Courses
- Facilities and Real Estate Training Courses
- Finance and Accounting Training Courses
- Governance, Risk and Compliance Training Courses
- Healthcare Management Training Courses
- Heritage Conservation and Museum Management Training Courses
- Hospitality and Tourism Training Courses
- Human Resources Training and Development Courses
- IT Security Training & IT Training Courses
- Leadership and Management Training Courses
- Legal Training, Procurement and Contracting Courses
- Maintenance Training and Engineering Training Courses
- Marketing, Customer Relations, and Sales Courses
- NGO, Humanitarian and Development Management Training Courses
- Occupational Health, Safety and Security Training Courses
- Oil & Gas Training and Other Technical Courses
- Personal & Self-Development Training Courses

AGILE LEADERS
Training Center

# Training Course Categories

- Quality and Operations Management Training Courses
- Secretarial and Administration Training Courses
- Shipping, Maritime and Ports Training Courses

AGILE LEADERS
Training Center

# Training Cities

| | | |
|---|---|---|
| **Abu Dhabi**<br>UAE | **Accra**<br>Ghana | **Addis Ababa**<br>Ethiopia |
| **Amman**<br>Jordan | **Amsterdam**<br>Netherlands | **Athens**<br>Greece |
| **Baku**<br>Azerbaijan | **Bali**<br>Indonesia | **Bangkok**<br>Thailand |
| **Barcelona**<br>Spain | **Berlin**<br>Germany | **Cairo**<br>Egypt |
| **Cape town**<br>South Africa | **Casablanca**<br>Morocco | **Chicago**<br>USA |
| **Doha**<br>Qatar | **Dubai**<br>UAE | **Frankfurt**<br>Germany |
| **Geneva**<br>Switzerland | **Istanbul**<br>Turkey | **Jakarta**<br>Indonesia |
| **Johannesburg**<br>South Africa | **Kuala Lumpur**<br>Malaysia | **Kuwait**<br>Kuwait |
| **Lagos**<br>Nigeria | **Langkawi**<br>Malaysia | **Lisbon**<br>Portugal |
| **London**<br>UK | **Madrid**<br>Spain | **Manama**<br>Bahrain |
| **Marbella**<br>Spain | **Milan**<br>Italy | **Montreux**<br>Switzerland |
| **Munich**<br>Germany | **Muscat**<br>Oman | **Nairobi**<br>Kenya |

AGILE LEADERS
Training Center

# Training Cities

| | | |
|---|---|---|
| **New York**<br>USA | **Nice**<br>France | **Paris**<br>France |
| **Phuket**<br>Thailand | **Port Louis**<br>Mauritius | **Porto**<br>Portugal |
| **Prague**<br>Czech Republic | **Rome**<br>Italy | **San Diego**<br>USA |
| **Seoul**<br>South Korea | **Sharm El-Sheikh**<br>Egypt | **Singapore**<br>Singapore |
| **Tashkent**<br>Uzbekistan | **Tbilisi**<br>Georgia | **Tokyo**<br>Japan |
| **Toronto**<br>Canada | **Trabzon**<br>Turkey | **Vienna**<br>Austria |
| **Zanzibar**<br>Tanzania | **Zoom**<br>Online Training | **Zurich**<br>Switzerland |