

Pre-Training Evaluation Form

A pre-training evaluation form is a crucial tool to assess participants' existing knowledge, skills, and expectations before a training program. This information helps tailor the training content and delivery to meet the specific needs of the participants.

Here are some examples of questions you can include in your pre-training evaluation form, categorized by purpose:

Assessing Existing Knowledge and Skills

- **How familiar are you with [topic]?** (e.g., project management, customer service, software usage)
- **What is your current level of expertise in [skill]?** (e.g., data analysis, presentation skills, problem-solving)
- **Have you received any formal training on [subject] before?** If yes, please specify.
- **What challenges or problems have you encountered related to [topic]?**
- **What specific areas would you like to improve your knowledge or skills in?**

Identifying Training Needs and Expectations

- **What are your expectations for this training program?**
- **What specific skills or knowledge do you hope to gain from this training?**
- **How do you plan to apply the training content to your job?**
- **What are your preferred learning styles (e.g., visual, auditory, kinesthetic)?**
- **Do you have any specific learning needs or accommodations?**

Gathering Demographic Information

- **Job title:**
- **Department:**
- **Years of experience:**
- **Education level:**
- **Previous training programs attended:**

Example Pre-Training Evaluation Form for a Customer Service Training

Participant Information

- Name:
- Department:
- Job Title:
- Years of experience in customer service:

Existing Knowledge and Skills

- How familiar are you with our company's customer service policies and procedures?
- What is your current level of expertise in handling customer complaints?
- Have you received any formal training on customer service before? If yes, please specify.
- What challenges do you frequently face when dealing with customers?
- What specific areas would you like to improve your customer service skills in?

Training Expectations

- What are your expectations for this customer service training program?
- What specific skills or knowledge do you hope to gain from this training?
- How do you plan to apply the training content to your interactions with customers?
- Do you have any specific learning needs or accommodations?