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Sommario/riassunto	Since its creation in 1959, Donald Kirkpatrick's four-level model for evaluating training programs - reaction, learning, behavior, and results - has become the most widely used approach to training evaluation in the corporate, government, and academic worlds. However, trainers today are feeling increased pressure to prove whether instruction is worth its cost. And calculating and presenting results (Step 4) becomes

tricky when, despite training, workers aren't fulfilling Step 3: applying what they've learned to their behavior. This book takes on this age-old challenge, first examining why lear