

**TTTF Observer/Coach: Complete for Actual Training Observation with Agency Attendees**

Program Champion Name:

Date:

|                                                                                                | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A |
|------------------------------------------------------------------------------------------------|-------------------|----------|---------|-------|----------------|-----|
| The trainer was knowledgeable about the subject matter.                                        | 1                 | 2        | 3       | 4     | 5              | N/A |
| The trainer appeared confident and comfortable with the material.                              | 1                 | 2        | 3       | 4     | 5              | N/A |
| The trainer’s ability to explain was excellent.                                                | 1                 | 2        | 3       | 4     | 5              | N/A |
| The trainer seemed well prepared for the training.                                             | 1                 | 2        | 3       | 4     | 5              | N/A |
| Concrete examples and illustrations were used to clarify the material.                         | 1                 | 2        | 3       | 4     | 5              | N/A |
| The trainer promoted an atmosphere conducive to work and learning.                             | 1                 | 2        | 3       | 4     | 5              | N/A |
| The rate of delivery of material was appropriate.                                              | 1                 | 2        | 3       | 4     | 5              | N/A |
| The training was engaging.                                                                     | 1                 | 2        | 3       | 4     | 5              | N/A |
| The trainer listened thoughtfully to attendees’ comments and demonstrated empathy and respect. | 1                 | 2        | 3       | 4     | 5              | N/A |
| The trainer’s eye contact was appropriate.                                                     | 1                 | 2        | 3       | 4     | 5              | N/A |
| Technology was used without difficulty.                                                        | 1                 | 2        | 3       | 4     | 5              | N/A |
| Visual training content could be easily read.                                                  | 1                 | 2        | 3       | 4     | 5              | N/A |
| The trainer’s articulation and voice level was clear.                                          | 1                 | 2        | 3       | 4     | 5              | N/A |
| The trainer handled attendee questions well.                                                   | 1                 | 2        | 3       | 4     | 5              | N/A |
| Overall, there was an absence of verbalized pauses (such as er, ah, um).                       | 1                 | 2        | 3       | 4     | 5              | N/A |

*Most items are selected and adapted from C. Roland Christensen, the Center for Teaching and Learning, Harvard Business School (2005, from a peer observation scale used at the University of Minnesota and from items used at the University of Albany*

|                                                                                                             | Poor | Fair | Good | Very Good | Excellent |
|-------------------------------------------------------------------------------------------------------------|------|------|------|-----------|-----------|
| Overall, how would you rate the delivery of the training curriculum by the trainer to setting stakeholders? | 1    | 2    | 3    | 4         | 5         |
| Overall, how would you rate the effectiveness of the trainer as a teacher?                                  | 1    | 2    | 3    | 4         | 5         |

Please provide any comments that would help to clarify your above ratings.