



Plus-Minus-Delta

What is it?

A focus group technique which encourages participants to offer their observations about the impact of training on their jobs. It focuses on three areas: what's going well (plus), what's going poorly (minus), and what should be done differently in the future (delta).

When can I use it?

- Before and after training when you don't have the time or resources to use traditional methods.
- To evaluate training on team-related tasks.
- When the training population is small.

Who does it?

- Trainers prepare the session.
- Employees participate and offer observations, ideas, anecdotes, etc.

Cautions!

- Not all employees may be comfortable sharing their observations.
- It's best if managers/supervisors don't attend. They may unwillingly inhibit employees.
- The focus of the session must stay on the tasks covered in the training to prevent gripe sessions.
- Be sure to conduct this method before and after training, using the same questions. This will result in data from which you can more easily draw conclusions.

Guidelines for Designing

- Prepare a series of questions that solicit input about things that are going well, things that still need to improve, and things that should be changed in the future.
- Include a question asking participants to attach a confidence value (from 1 - 100) to their estimates.
- Ensure the questions cover only the tasks taught in the training.
- Invite a cross-section of employees who are representative of the whole training population.

"There are two sides to every issue, unless you are personally involved, in which case there is only one."

Cutler Webster