

Evaluating 'Softer' Outcomes:

Softer outcomes of workplace LLN interventions for individuals include:

- **Personal development skills**
e.g. confidence, assertiveness, motivation, attitude
- **Interpersonal skills**
e.g. social skills, dealing/coping with authority, working in teams
- **Organisational skills**
e.g. attendance, punctuality, order & prioritise
- **Analytical skills**
e.g. problem solving, exercising judgement, challenging assumptions

Softer outcomes of workplace LLN interventions for organisations include:

- **Organisational development**
- **Improved morale**
- **Personal/professional development of staff**
- **Improved customer care and partnership working**

Some of these outcomes are very difficult to measure and there is no 'right' method for doing so. Questionnaires are commonly used for measuring softer outcomes but you may wish to use a less formal technique such as observation / shadowing or informal interviewing. Whatever technique you use it should follow roughly the same basic principles:

- 1) establish a baseline
- 2) develop milestones
- 3) measure at specific interval(s)
- 4) establish a tangible end 'measure' of progress from baseline