

Training Needs Analysis

Introduction

The cost of an unskilled or inappropriately skilled workforce to an organisation is large and damaging. Poorly or inappropriately skilled people cost the business money, morale and customer satisfaction.

All organisations have to use their resources effectively and effective training needs analysis ensures that resources - people, time, and training budgets - are used to best effect and to produce measurable business results.

Training needs analysis is essential to ensure that an organisation plans and undertakes training that meets its current and future skills, knowledge and outcomes needs. In this course we will introduce participants to the process, skills, techniques and knowledge that they will require to enable them to carry out effective training needs analysis' on behalf of their organisation.

Objectives

By the end of this course participants will be able to:

- Explain what training needs analysis is
- Explain how to plan a training needs analysis project
- Explain how to manage stakeholder expectations and address the business need
- Describe and use a variety of data gathering tools and techniques
- Align training needs analysis to business, department, team and personal needs
- Plan to continue to develop their skills and knowledge

Content

A sample of what is covered includes:

What is a training needs analysis?

- A process
- Identify the customer and stakeholders and their needs
- Clarify expectations

Design the Training Needs Project

- Arrange access to data
- Collect data
- Make sense of the findings
- Produce results for action
- Customer and stakeholder analysis - how to do it
- Practical stakeholder analysis activity
- Defining a training needs analysis project - actions and activities
- Clarifying the training needs analysis request - skills and actions
- Understanding the outcomes required

Undertaking a Training Needs Analysis

- Methods for gathering information
- Identifying skills/performance gaps
- Pros and cons of each method

- Planning to gather the data - access plan
- How to analyse the data
- Preparing your solution
- Tailoring it to the stakeholders and customers
- Presenting the evidence

Designing the Training - Post Analysis

- Writing learning objectives
- Agreeing what behaviours must be demonstrated after the training
- Selecting delivery methods
- Training and how people learn
- Identifying the most appropriate method of delivering the training
- Group presentations
- Personal development plans

