Simplify Your Training Needs Assessment Process
Hire ProTrain

ProTrain offers and conducts various levels of training needs assessments for your organization, in order to determine how best to allocate your training time and money. Without the benefit of training analysis that clearly identifies the training process needed, it is easy to invest time and money in the wrong areas and receive no return on investment (ROI).

Why Analyze Training Needs?

Simply, to determine what training is needed by the organization, leadership team and or employees in order to assist them in achieving the company's mission and vision.

Some training needs are obvious: training new hires with little or no experience or training new managers on procedures, effective communication and team building.

Many training needs are not so obvious: training long-time employees who are competent in their jobs on new skills or enhance old skills.

What are some indicators that trigger a need for assessment and training?

Internal Triggers:
- ☑ Reorganization.
- ☑ New products or services.
- ☑ New procedures and systems.
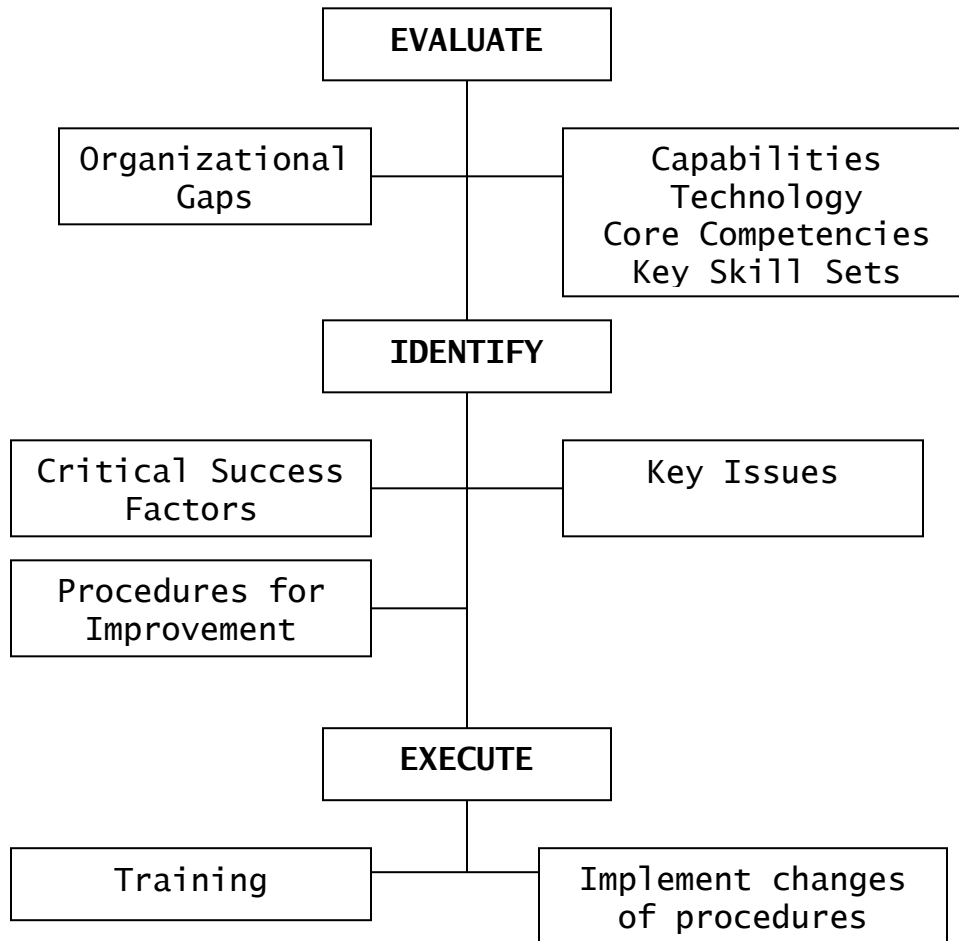- ☑ New strategic plan.

External Triggers:
- ☑ New or changes to legislation.
- ☑ New customer requirements.
- ☑ Industry trends.

Feedback Triggers:
- ☑ Customer Complaints.
- ☑ High turnover of employees.
- ☑ Loss of customers.
- ☑ Increased grievances.
- ☑ Increased accident reports.

Revision Date: 2014

What is the Training Needs Assessment Process?

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                        │      EVALUATE       │
                        └─────────────────────┘

  ┌──────────────────┐              ┌─────────────────────┐
  │  Organizational  │              │    Capabilities     │
  │      Gaps        │              │    Technology       │
  └──────────────────┘              │  Core Competencies  │
                                    │   Key Skill Sets    │
                                    └─────────────────────┘

                        ┌─────────────────────┐
                        │      IDENTIFY       │
                        └─────────────────────┘

  ┌──────────────────┐              ┌─────────────────────┐
  │ Critical Success │              │     Key Issues      │
  │     Factors      │              └─────────────────────┘
  └──────────────────┘

  ┌──────────────────┐
  │  Procedures for  │
  │   Improvement    │
  └──────────────────┘

                        ┌─────────────────────┐
                        │      EXECUTE        │
                        └─────────────────────┘

  ┌──────────────────┐              ┌─────────────────────┐
  │     Training     │              │  Implement changes  │
  └──────────────────┘              │   of procedures     │
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Evaluate the difference between how things really are in the organization versus how the company would like to operate.

Identify the critical success factors, what the company MUST do well in order to realize their goals. Also identify the key issues, those obstacles, barriers, or deterrents that can block those critical success factors. Examine what procedures, policies and skill updates will lead to future success.

Execute the training programs that will improve organizational efficiency. Finally put into use continue using the new procedures.

What are the Benefits to Your Organization?

It is important to treat training and development process as an investment toward the organization's future success; just as new machinery or new technology would be considered an investment.

Completing a training needs assessment allows your organization to identify issues and priorities in a systematic way in order to maximize training outcomes.

Benefits to your organization can be:
- ☑ Investment in training and development will have a focus and direct.
- ☑ Priority training needs throughout the organization will become apparent.
- ☑ Appropriate methods for meeting these needs will be identified.
- ☑ Training will systematic and planned, but flexible enough to cope with as hoc requests.
- ☑ Initial training assessment allows for measured ROI.
- ☑ Training contributes to an organization's growth and success.

How is a training assessment conducted?

Several different methods can be used to complete a training needs analysis. These methods can be used as a stand alone method or in conjunction with each other; depending on how in-depth of an analysis is needed or wanted.

Analysis Methods:
- ☑ Observations.
- ☑ Interviews.
- ☑ Questionnaires.
- ☑ Group Meeting/Focus Groups.
- ☑ Data or Record Review.

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What will the training needs assessment report tell you?

Below is the template that is used for creating the Training Needs Assessment Report:

1. **Executive Summary:** An overview of the assessment findings that will allow decision makers to make important decisions about training effectively and efficiently. The Executive Summary will include:

    i. *Introduction*: Introduces the majors sections of the report and the primary people involved in conducting and reporting on the assessment.
    ii. *Background:* Describes information which is needed to provide the reader with an understanding of why the assessment was completed.
    iii. *Questions:* Identifies specifically what questions were addressed in the assessment. The clearer the initial questions are, the better the conductors will be able to answer them in the assessment.

2. **Purposes:** Describes the purpose(s) of the assessment. For example: to identify training and education needs not being met by existing programs or to justify the benefits of an existing program.

3. **Limitations:** Identifies any limitations to the interpretation of the assessment. Also describes threats to the reliability and validity of the instruments used in the assessment.

4. **Methods:** Describes the analysis methods used in the assessment and a step-by-step description of what was done.

5. **Sample:** Describes the students, trainers and other personnel included in the assessment.

6. **Instrumentation:** Describes all the instruments and tools used to complete the assessment. Copies of all instruments and tools should be included in an appendix.

7. **Results:** Provides specific findings. Graphs and charts should be used.

8. **Recommendations & Summary:** Presents specific recommendations based upon findings and provides a brief and straight-forward synopsis of the report.