

Needs Assessment Considerations for Future Organizational Needs

- What are the strategic needs in support of the business?
- What leadership skills might be needed or enhanced upon?
- What are the team process competencies (abilities, proficiencies)?
- What are the individual competencies (abilities, proficiencies)?
- What do you think are the personal objective activities?
- What do you anticipate would be special project needs (ex: special needs for sales)?
- Who is the learning audience?

Job/Task Analysis

An analysis of duties and tasks goes far in determining the priority of training/learning needs. If the need is a professional skills focus and not necessarily a duty/task, the same analysis will work for determining priority.

- Criticality
 - How often is the duty/task done? (Or the professional skill needed?)
 - How difficult is it to do?
 - How important is it to the job?
 - How much training will be required to become proficient at the duty/task? (Or professional skill?)
- Assign values or descriptions for each duty/task (or professional skill)
 - Extremely frequent
 - Moderately difficult
 - Low importance

Rate each duty/task as 1 through 5 for frequency on the job, difficulty to do, importance to completing the job, and how difficult it will be to train people to do. The higher the number, the more frequent, difficult, important, or difficult it is to train the task.

Example:

	<u>Frg</u>	<u>Diff</u>	<u>Impt</u>	<u>Total</u>
1. Name task/skill here	1	3	5	9
2. Name task/skill here	4	2	4	10
3. Name task/skill here	5	1	1	7

*(From these three tasks/skills, #2 would be the most important one for training, #1 second most important, and #3, least important.)

- Other questions to determine duty/task criticality (or professional skills)
 - Is there any standard or business metric that must be included (i.e., ISO)?
 - What happens if the duty/task is not performed correctly or not at all?

- What level of proficiency/performance is necessary?
- How does the duty/task relate to organizational goals?
- How much time is required to perform the duty/task?
- What other things does the learner need to know or be able to do in order to perform the duty/task?
- If the duty/task is not included in training, how will the learner learn the duty/task?
- What is the expected output of the duty/task?
- What tools and references may be needed to do the duty/task?