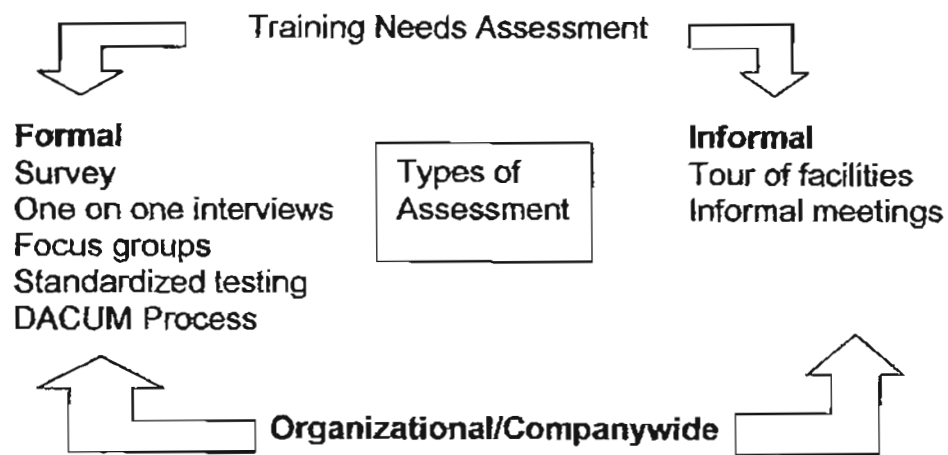


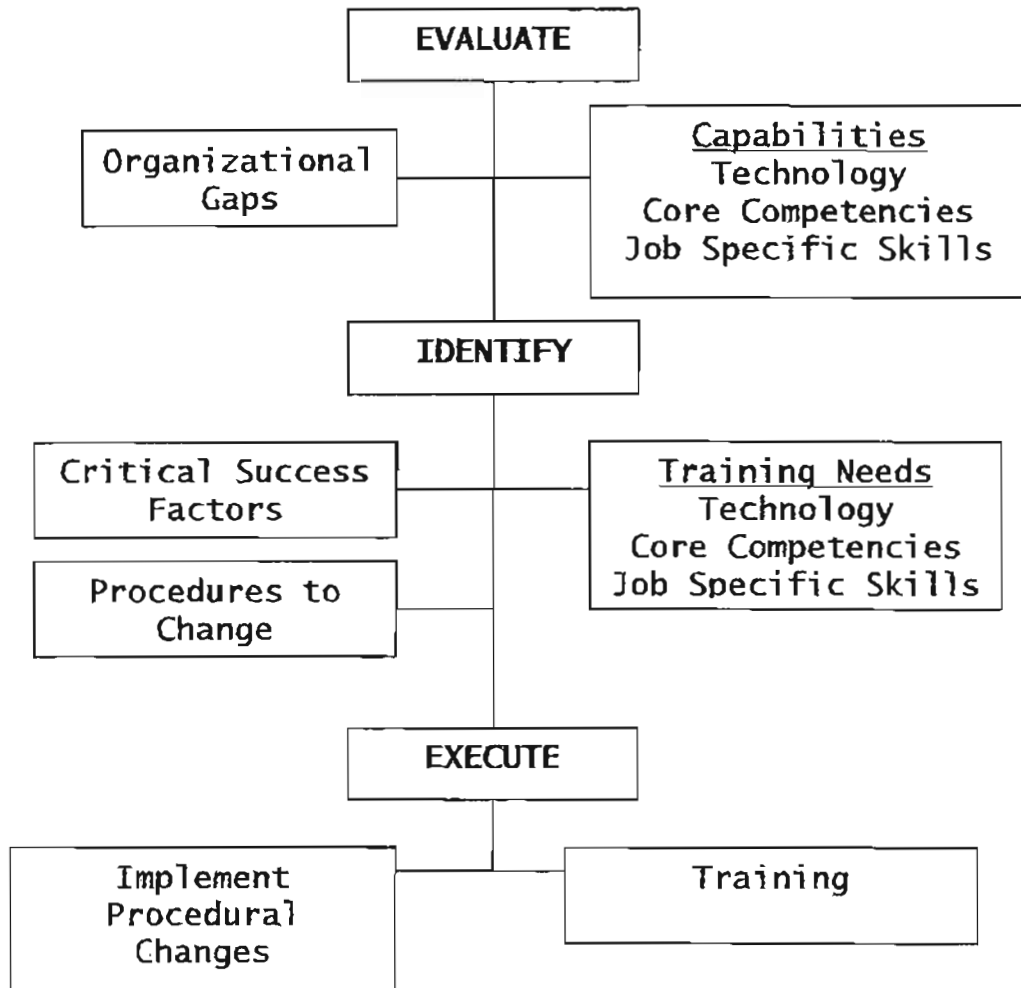
Why Use Training Assessments?

Training Needs Assessment:

- ◆ Provide an overview of current practices and skills
- ◆ Give an objective evaluation of the strengths and challenges of the organization
- ◆ Foster growth by identifying gaps between actual skill levels and ideal skill levels
- ◆ Identify areas of consideration for the future (practical problem solving)
- ◆ Provides a "road map" for improvement
- ◆ Promotes change from within



Training Needs Assessment



Evaluate the difference between how things really are in the organization versus how the company would like to operate.

Organizational Gaps generate information about the current performance of the organization.

Capabilities generate information about the current performance of the staff with regard to use of technology, core competencies and job specific skills.

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.

Critical Success Factors based on the organization's stated objectives and goals. Outline what objectives have not been accomplished.

Procedures to Change based on the organization's stated objectives and goals. Outline what procedures need to be streamlined in order to sustain current success and achieve future objectives and goals.

Training Needs based on "Capabilities" determine what skills with regard to use of technology, core competencies and job specific skills.

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

Implement Procedural Changes introduce new procedure to organizational staff and conduct monitoring.

Training schedule and conduct skills training.

Training Needs Assessment- General

Date _____
 Job Title _____
 Occupation _____

Please read the following topic descriptions and circle 1,2,3,4, or 5 indicating to what degree you are interested in the respective topic.

I Individual Job Specific Development

1. Do you think you have received enough training to do your job well?

Not Enough	1	2	3	4	5	Enough
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2. Have you received an orientation to your company's policies and procedures?

Not Enough	1	2	3	4	5	Enough
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3. What skills are critical for you to have in order to do your job well in your organization and industry?

Analysis of Data Rank skill's importance and your proficiency level.
 Identify Skill

Not Important	1	2	3	4	5	Very Important
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Novice	1	2	3	4	5	Expert
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Benchmarking Rank skill's importance and your proficiency level.
 Identify Skill

Not Important	1	2	3	4	5	Very Important
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Novice	1	2	3	4	5	Expert
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Communications		Rank skill's importance and your proficiency level.				
<u>Identify Skill</u>						
Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Conflict Management		Rank skill's importance and your proficiency level.				
<u>Identify Skill</u>						
Not Important	1	2	3	4	5	Very Important

Continuous Improvement		Rank skill's importance and your proficiency level.				
<u>Skill</u>						
Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Customer Service		Rank skill's importance and your proficiency level.				
<u>Skill</u>						
Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Decision Making		Rank skill's importance and your proficiency level.				
<u>Skill</u>						
Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

<u>Diversity</u>		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

<u>Documentation</u>		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

<u>Electronic Commerce</u>		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

<u>Flexibility</u>		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

<u>Flowcharting</u>		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Innovation		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Manufacturing Process		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Measurement		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Meeting Effectiveness		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Policy, Planning & Deployment		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Problem Solving		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Project Management		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Proposal Development & Writing		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Quality		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Recognition		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Safety		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Strategic Planning		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Teamwork		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Values		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

Technology		Rank skill's importance and your proficiency level.					
Skill							
Not Important	1	2	3	4	5	Very Important	
Novice	1	2	3	4	5	Expert	

II Computer Skills Development

1. Is general computer knowledge important in your job?

Not at all	1	2	3	4	5	It's a must
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2. Is knowledge of computer operating systems important in your job?

Not at all	1	2	3	4	5	It's a must
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3. What computer applications are important to your job?

Email
MS Outlook/GroupWise
Circle your application

Rank application's importance and your proficiency.

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Word Processing
MS Word/Word Perfect
Circle your application

Rank application's importance and your proficiency.

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Spreadsheet
MS Excel/Lotus
Circle your application

Rank application's importance and your proficiency.

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

**Computer Graphics
Freehand/Illustrator**

Rank application's importance and your proficiency.

Circle your application

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

**Desktop Publishing
PageMaker/QuarkXpress**

Rank application's importance and your proficiency.

Circle your application

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

**Presentations
PowerPoint/Persuasion**

Rank application's importance and your proficiency.

Circle your application

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

**Multimedia
Director/Other**

Rank application's importance and your proficiency.

Circle your application

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Internet Explorer/AOL/Netscape

Rank application's importance and your proficiency.

Circle your application

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

PDA Palm Pilot/Other

Rank application's importance and your proficiency.

Circle your application

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Windows 2000 2003 or XP Navigation

Rank skill's importance and your proficiency level.

Skill

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Windows System Administration

Rank skill's importance and your proficiency level.

Skill

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Linux/Unix System Administration

Rank skill's importance and your proficiency level.

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Windows Operating System Security

Skill

Rank application's importance and your proficiency.

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

Linux/Unix System Security

Skill

Rank application's importance and your proficiency.

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert

General System Security

Skill

Rank skill's importance and your proficiency level.

Not Important	1	2	3	4	5	Very Important
Novice	1	2	3	4	5	Expert