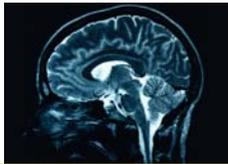


# CTDN Train-the-Trainer

Certificate Program



## Module 2 Needs Assessment



# Welcome to Train the Trainer

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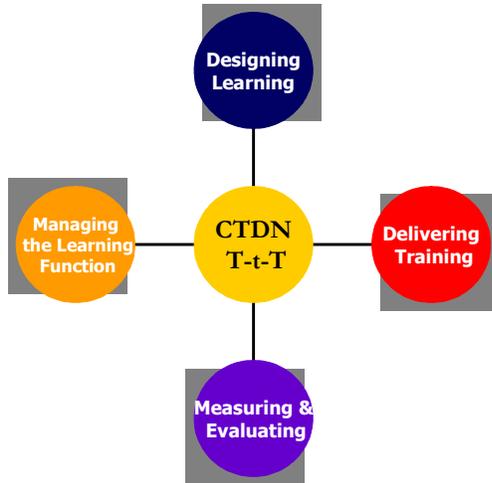
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# Introduction Activity



**BREAK OUT!**



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# Agenda – Day 1



- || Needs Assessment Definition
- || Who, What, When, Why & How
- || Performance vs. Training
- || Needs Assessment Process Steps
- || Guidelines for Conducting Needs Assessments
- || Action Planning



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## Agenda – Day 2

- Revisit Performance vs. Training Needs
- Assessing Your Results
- Group Presentation



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# Learning Objectives

- Define and Explain the Purpose of a Needs Assessment
- Determine the Difference Between Training Needs and Performance Issues
- List Steps in Conducting Needs Assessments
- Discuss Needs Assessment Guidelines



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# Learning Objectives

- Identify Collection Method Advantages and Disadvantages
- Design a Needs Assessment
- Analyze Results and Determine Course of Action



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# Brainstorm Activity

**BREAK OUT!**



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## What Is a Needs Assessment?

Needs Assessment is a process for identifying gaps in results and arranging them in priority order for resolution.

These gap discrepancies between what should be and what are the current conditions.



**Need (noun) = Gap or Discrepancy**

**Need (verb) = Require or Demand**



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# Small Group Activity

**BREAK OUT!**



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# Purpose



- Identifies Gaps
- Establishes and Prioritizes Objectives
- Identifies Causes of Performance Problems or Opportunities



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## Purpose (continued)

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- || Helps Select a Strategy for Implementation
- || Helps Design or Modify Instructional Programs
- || Evaluates Progress

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# Shout Out Activity



**BREAK OUT!**



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# WIIFM / WIIFT

## What's In It For Me (WIIFM)



- Streamlines Processes
- Creates a Learning Environment
- Provides an Forum to Provide Feedback
- Collaboration of Ideas



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# WIIFM / WIIFT

## What's In It For Them (WIIFT)



### Staff

- Provides an opportunities for learning

### Agency

- Creates progress and forward thinking



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## Things to Consider



- There is more than one way to conduct a Needs Assessment
- Get Buy-In from Management and Employees
- Communicate Results
- Provide Recommendations and Strategies



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# Training Vs Performance



How do you know if it's a **Training Problem**?



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# Training Vs Performance

- Performance Discrepancy
  - Personal interactions
  - Clashes with policy
  - Unacceptable work practices



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# Training Vs Performance

- Actual Performance
- Desired Performance
- Identify the Discrepancy
- Identify the People



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# Training Vs Performance

Identify the person(s) whose performance is lacking



Ask:

- Whose performance is at issue?
- Why do we think there is a problem?
- What is the actual performance at issue?
- What is the desired performance?



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# Training Vs Performance

- || Is It Worth Pursuing?
- || Are Our Expectations Realistic?
- || Balancing the Pros and Cons:
  - List consequences of not doing training
  - Calculate the cost
  - Total the costs



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# Training Vs Performance

Can We Do a *Fast Fix*?

- Expectations
- Obstacles
- Feedback



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# Training Vs Performance

## Consequences

- Is **desired performance** punishing?
- Is **undesired performance** rewarding?
- Any consequences?



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# Training Vs Performance

|| Could They Do It **IF** They Had To?



|| Is It a Skill Discrepancy?

|| Could They Do It In the Past?



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# Training Vs Performance

Do They Use/ Practice It Often?

Do They Get Feedback?

Can We Make It Simpler?

Other Obstacles Left?



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# Training Vs Performance

- Are They Right For the Job?
- Can They Learn What They Don't Know?
- Will They Learn What They Don't Know?



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# Training Vs Performance

## Which Solution Is Best?

- Feasibility
- Cost
- Evaluate the solutions
- Draw up an action plan



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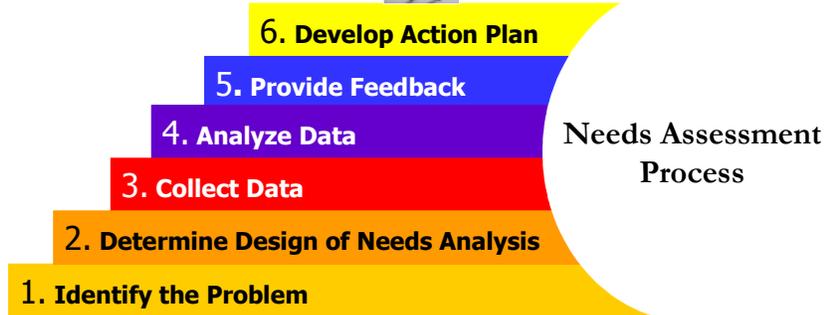
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# Needs Assessment Process



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# Step 1

## Identify Problem Needs

- Determine organizational context
- Perform gap analysis
- Set objectives



Needs Assessment  
Process

1. Identify the Problem



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## Step 2

### Determine Design of Needs Analysis

- Establish method selection criteria
- Assess advantages and disadvantages for methods



Needs Assessment  
Process

**2. Determine Design of Needs Analysis**



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# Step 3

## Collect Data

- Conduct interviews
- Administer questionnaires and surveys
- Review documents
- Observe people at work



Needs Assessment  
Process

3. Collect Data



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## Step 4

### Analyze Data

- Conduct qualitative analysis or conduct quantitative analysis
- Determine solutions/recommendations



4. Analyze Data

Needs Assessment  
Process



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## Step 5

### Provide Feedback

- Write report and make oral presentation
- Determine next step-training needed



5. Provide Feedback

Needs Assessment  
Process



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# Step 6

## Develop an Action Plan



### 6. Develop Action Plan

#### Needs Assessment Process



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# Needs Assessment Drivers

- Direct Observation
- Questionnaires
- Consultation with Persons in Key Positions, and/or with Specific Knowledge



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# Needs Assessment Drivers

- Review of Relevant Literature
- One-on-One Interviews
- Focus Groups



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# Needs Assessment Drivers

- Tests
- Records & Report Studies
- Work Samples



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# Needs Assessment Drivers



- || Employee Requests
- || Laws & Regulations
- || Equipment Changes
- || Workforce Changes



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# Action Planning Assignment

- || Prepare and present 10 minute briefing.
- || Act as if your fellow class members are decision-makers in your own program.
- || Need to present your training needs assessment process using the six step process.



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# Presentations



- || One minute to set up
- || Seven minutes to present
- || Two minutes for questions
- || Self Critique
- || Feedback



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# Self Critique Feedback

- How did you feel giving your presentation?
- What were your strengths?
- What would you do differently?



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