

This training needs assessment will help you determine business goals and performance objectives. Completing this assessment will help you to:

- Create and deliver content tailored to the needs of your audience, making content more relevant.
- Build content to meet the needs of both your target audience and your business objectives.
- Ensure transfer of learning by designing and delivering training built for the specific target audience in mind.
- And ultimately to get the return-on-investment of your training initiatives!

| IDENTIFY BUSINESS NEEDS | |
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| What are the business drivers? | |
| What are the business and/or department goals this year? | |
| DEFINE JOB COMPETENCIES | |
| What are the current expectations of each role in meeting their job scope and business/departmental goals? | |
| How are they excelling in their roles? | |
| What are opportunities for further development? | |
| EXPLORE THE CURRENT AND DESIRED STATE | |
| What are some common trends in performance gaps, including gaps in knowledge, skills, abilities)? | |
| What are the possible reasons of these performance gaps? | |
| How wide is this performance gap? Who does it impact? | |
| How important is this performance gap? What does it impact? | |

| DETERMINE PERFORMANCE GOALS | |
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| What could be some solutions in closing these performance gaps? | |
| If training is a possible solution, see questions below: | |
| Who would the target audience be? What is the audience size? | |
| What is the desired knowledge and skills required to close the performance gaps? What are the learning objectives? | |
| What training is already offered in this area? | |
| Will the training be conducted in-house or externally? Why? | |
| How would the training be designed? What components will be included to ensure the training meets performance gaps and needs for the tailored audience? | |
| What would successful training look like? What would be the desired performance goals? | |
| How can performance and behaviours be measured to track progress? | |
| What reinforcement is needed to ensure a sustained return-on-investment? | |