

Components

Needs Assessment, or analysis, is an overall look at the system or organization to evaluate current and desired performance levels. The Needs Assessment provides the client with:

- a complete look at their system and shortcomings associated with it.
- an analysis to uncover where an organization presently is with regard to performance.
- a look at where the organization desires to be.
- what problems and causes are related to performance gaps
- what solutions are available to relieve them, including training as one of those solutions.

This is important because:

By determining the problems that are hindering your achievement of the desired level of performance, steps can be taken to remove them. Whether these solutions are training-based, workplace environmental in nature, procedural issues, management style-related, or anything else, the appropriate solution will positively affect your efforts to obtain better performance from your team.

Performance problems that are identified as training needs can be solved by designing specific skill-building vehicles to improve employee performance; thereby making the employee a more valuable asset to the organization.

Discovery

- What is the relation of your present level of performance to the level you would like to achieve?
- What do you feel is a prime factor in keeping you from the desired level of performance?
- Do you feel employees are reluctant to deal with small problems because they do not have the knowledge and/or confidence to deal with them properly?
- Are there other reasons affecting your performance?
- Do employees know what it takes to reach the desired level of performance?
- Does their lack of knowledge, skills, and/or attitudes contribute to performance problems?
- Is there real value in identifying the specific causes of performance problems and recommending solutions to remove them?

Complementary Services Offered

Job Task Analysis

Training Plan Development



Tasks

- Search the system or processes for problems/potential problems. (E²M/Polytron & Client)
- Identify any training-related problems by determining whether an employee possesses the skills to perform a task. (E²M/Polytron)
- Make all necessary information available. (Client)
- Provide an on-site point of contact. (Client)
- Provide management expectations. (Client)
- Provide the approval process for all deliverables. (Client)
- Provide other support as necessary. (Client)

Benefits

- Needs Assessment make certain unnecessary or inappropriate training topics are eliminated, and pertinent topics are identified and highlighted.
- Needs Assessment provides:
 - The ability to see the big picture
 - An action plan of solutions to identified gaps
 - Increased knowledge is targeted areas
- Needs Assessment identifies current performance status, thus providing the company an easy means to get where they want to be performance-wise.
- Needs Assessment reviews the entire system organization, uncovers and provides a means to overcome any organizational shortcomings.

Common Questions

How can I justify the costs?

How much will it cost if the problem remains? Sometimes the greatest cost associated with an assessment is the costs incurred for not doing it in the first place. The same thing is true with the training costs and other possible solutions.

We just received vendor training, so why do this assessment?

Not all problems and causes identified by a needs assessment are task training-related. Needs assessments also identify problems associated with the workplace environment, procedural issues, management styles, conflicting directives, and other workplace dynamics.

I have many requirements demanding my time. Why should I make time for this?

Just like bad news, the situation does not get any better with age. The longer you wait, the worse it will get. The performance gaps that are keeping you from your desired performance levels will not go away by themselves. Our assistance means that you won't have to take time away from your other responsibilities to determine what is causing the problems. We'll do it for you.