

# Training Needs Assessment

## Classroom and In-house Course (3 days/24 hours)

In this three-day course, we will explore all aspects of Training Needs Assessment so that you will be better equipped to respond effectively to requests from your supervisors, colleagues or peers when asked for performance improvement interventions. You will be armed with the tools and knowledge that will ensure that you can ask the right questions, find the answers to performance problems and uncover opportunities for improvement. These skills will enable a more strategic approach to improving the overall performance at the individual, operational and organizational level.

### Objectives

Upon completion of this course you will be able to:

- Recognize the benefits to the organization in implementing a Training Needs Assessment in order to improve performance
- Identify and explain the steps in the Training Needs Assessment process needed to identify performance gaps and their root cause
- Identify and overcome the barriers and challenges when trying to implement a Training Needs Assessment
- Identify issues/problems with performance, or opportunities to improve performance in your organization or work team
- Determine when training is the appropriate response to a human performance problem or opportunity
- Determine Return on Investment (ROI) and measure training effectiveness

### Target audience

- HR managers
- Training managers
- Experienced instructors

### Prerequisites

- Participants should have experience with Instructional Design and/or Instructional techniques

### Recommended level

- Management
- Professional

### Key topics

- Training Needs Assessment process
- Performance gaps and their causes
- Tools and techniques for Training Needs Assessment
- Data analysis interviews
- Barriers and challenges to Training Needs Assessment
- Overcoming barriers and challenges to Training Needs Assessment
- Training Needs Assessment blueprint

### Activities

- Case studies
- Group exercises

### Certificate awarded

An **IATA Certificate** is awarded upon successful completion of the course and final examination.

You can also apply this course towards an **IATA Diploma** in:

- Professional Training
- General Management

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## Course schedule

### Day 1

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- **Training Needs Assessment**
  - Defining Training Needs Assessments and its purpose
  - Systems approach to performance improvement – ADDIE model
  - The Training Needs Assessment process
  - Practical application: Steps in a Training Needs Assessment
- **Performance gaps**
  - The performance gap application exercise
  - Causes of performance gaps application exercise

### Day 3

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- **Overcoming barriers and challenges to Training Needs Assessment**
- **Develop Training Needs Assessment blueprint**

### Day 2

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- **Tools and techniques for Training Needs Assessment**
- **Data analysis interviews**
  - Interviews application exercise
  - Focus groups application exercise
  - Observation surveys application exercise
- **Selecting Training Needs Assessment tools and techniques**

### In-house training

This course can be customized for your company and delivered at the location of your choice. [Request in-house training](#)