

# Friesen, Kaye and Associates



**Friesen, Kaye and Associates**  
The Experts in Knowledge Transfer  
and Workplace Performance

## Training Needs Analysis Online Program

Facilitated Virtually

Analysis of the performance gap indicates a need for a learning intervention. Great, but where do you start? What will it look like? Who needs it? When do they need it? How will it be delivered? Who will be needed to develop and deliver the learning initiatives? This, virtually facilitated, three (3), 2-hour sessions, program provides a structured process to identify and prioritize corporate learning needs.

### Who Should Attend?

- Learning professionals and HR professionals, managers, coordinators, administrators, and corporate executives responsible for identifying, planning and scheduling department and corporate-wide learning initiatives.
- Learning and HR professionals making decisions on learning interventions, including whether to buy or build.
- Individuals responsible for budgeting, forecasting or justifying costs to develop buy or implement learning programs.

### Key Benefits

1. Use a structured process to assess workplace learning needs.
2. Follow a real-world case study with data, analysis and reports.
3. Compare your organization to recent benchmark data.
4. Take home a set of training needs analysis tools that can be adapted to your need.

### Post-Learning Sustainment

As a participant in an FKA program, you are entitled to complimentary Post-Learning Sustainment:

- **Transfer Strategy:** one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.
- **One-Year Hotline:** connect with our experts to discuss your learning initiatives, lessons learned, successes, challenges and best practices.

# Training Needs Analysis Online Program

## Objectives

Upon successful completion of this program, you will be able to:

- Define a Training Needs Analysis (TNA)
- Identify when to perform a TNA
- Describe what information/data will be gathered
- Determine the sources of data
- Determine the level of required data
- Describe specific data collection methods
- Create an effective questionnaire
- Explain how to analyze the data collected
- Prioritize new learning requirements
- Describe the components of a Corporate Training Plan

## Agenda

### Session 1:

#### WHEN TO CONDUCT A TRAINING NEEDS ANALYSIS

- Benchmark your learning and development organization.
- Evaluate existing learning initiatives.
- Assess the impact of current business needs on human performance.
- Respond to a client request.
- Plan a training needs analysis.

### Session 2:

#### DATA COLLECTION

- Determine what data is required.
- Decide how to collect the data – survey, interview, observation, focus group, documentation review and tests.
- Develop the best survey.
- Ensure the data will be easy to analyze.
- Evaluate online survey tools

## Agenda continued

### Session 3:

#### DATA ANALYSIS

- Examine simple formats for summarizing data.
- Compare basic data analysis techniques.
- Explore spreadsheet capabilities for data analysis.
- Interpret data analysis and summaries.

#### COMMUNICATION IS THE KEY

- Set expectations.
- Facilitate participation to improve the quality and quantity of responses.
- Maintain open communication.
- Present results to stakeholders.

#### NEW LEARNING REQUIREMENTS

- Identify gaps between identified needs and current learning initiatives.
- Outline content for new learning initiatives.
- Make a build or buy decision.

#### CORPORATE TRAINING PLAN

- Describe the current situation.
- Identify the new learning requirements.
- Develop an Implementation Plan.
- Prepare a budget for the implementation.
- Create a Training Schedule.
- Summarize your findings in a Corporate Training Plan.
- Present your findings to management.

