

Needs Assessment

This form is a **starting point** to determining your needs and recommending performance-improvement solutions. In addition to this information, a staff person will meet with you to further assess your training needs. From the information gathered, we recommend cost-effective and practical training and support opportunities.

Company/Organization:

Address:

Contact Person and Title:

Phone:

Email:

Number of Employees: F/T _____ PT _____

Please check off what you feel your training needs might be:

Computer Training

- Introduction to the PC
- Microsoft Office
- Windows
- Word
- Excel
- PowerPoint
- Access
- Publisher
- Outlook
- Lotus Notes
- Microsoft Office Integration
- _____

Professional Development

- Time and Priority Management
- Problem Solving/Decision Making
- Managing Effective Meetings
- Stress Management
- Interpersonal Communications
- Effective Presentation Skills
- Effective Writing
- Basic Skills – English, Math
- Coaching & Mentoring
- Succession Planning
- _____

Communications

- Effective Telephone Skills
- Exceptional Customer Service
- Negotiation Skills
- Spanish for Managers
- Dynamic Presentation Skills
- Business Writing
- Effective Report Writing
- Technical Report Writing
- English as a Second Language
- American Sign Language
- _____

Supervision and Management

- Fundamentals of Supervision
- Making the Transition to Management
- Leadership Development
- Strategic Planning and Goal Setting
- Personality Assessments (DiSC, Myers Briggs)
- Establishing Expectations
- Taking Corrective Action
- Constructive Discipline
- Situational Leadership
- Conducting Performance Appraisals
- Motivating Employees
- Coaching Employee Performance
- Greater Productivity Through Improved Work Processes
- Effective Team Building
- Fundamentals of Delegating
- Communication Skills for Managers
- Project Management
- Goal Setting
- Mediation (Alternative Conflict Resolution)
- Conflict Resolution
- Managing Change
- Facilitation Skills for Team Leaders
- Critical Thinking & Creative Problem Solving
- Effective Interviewing/Hiring Techniques
- Dealing with Difficult People
- Effective Meetings
- _____

Manufacturing

- Total Quality Management
- ISO Standards and Auditing
- Statistical Process Control
- Quality Customer Service
- Blueprint Reading and Interpretation
- Lean Manufacturing
- _____

Needs Assessment (cont.)

Business

- Fundamentals of Selling Techniques
- Budgeting and Accounting
- Ethics in Business
- The Art of Negotiation
- Finance for Non-Financial Managers
- Managing Customer Service
- Customer Relationship Building
- _____

Healthcare/Food Service

- Healthcare Careers Seminar
- Patient Satisfaction
- Risk Management
- Spanish for Health Care Workers
- Dealing with Difficult Patients
- Medical Terminology I and II
- Medical Insurance and Billing
- Child Development Stages
- Basic Food Service Training
- Advanced Food Service Training
- Certifications
- _____

Human Resources Compliance Training

- Sexual Harassment Prevention
- Drug Free Workplace
- Diversity Sensitivity
- Managing Difficult Employees
- Discipline Procedures
- Establishing Expectations
- Giving Feedback
- Harassment Prevention Training
- Interviewing Skills
- Payroll Fundamentals
- Performance Appraisal
- Taking Corrective Action
- _____

Other areas of training:

Leadership/Management Skills

1. Is it difficult for your supervisors and managers to give constructive feedback?
YES or No
2. Has there been little or no formal management training provided in the organization?
YES or No
3. Are supervisors failing to think strategically about the impact of their decisions?
YES or No
4. Are new employees expected to learn on the job with little training or coaching?
YES or No
5. Do managers and supervisors view performance appraisals as a burden rather than a management tool?
YES or No
6. Do employees feel they don't know what's expected of them?
YES or No
7. Are exit interviews indicating that "poor supervision" is a primary reason for leaving the organization?
YES or No
8. Do managers tend to mandate employee compliance, rather than inspire employee commitment?
YES or No
9. Do employees complain that they don't experience praise or recognition for their efforts?
YES or No