# Training needs analysis worksheet

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Use this before you plan any training. Work left to right: start with the business result, and check if training is really the fix.

Team or role _____ Completed by _____ Date _____

| 1. Business goal<br>What result needs to change? | 2. What people must do<br>The job behaviour you need | 3. What is missing<br>Knowledge, skill or ability? | 4. Is training the fix?<br>Yes, partly, or no | 5. Solution and measure<br>What you will do, and how you will know |
|---|---|---|---|---|
| Example<br>*Cut rework between desks by 20%* | *Hand over complete files the first time* | *Skill: checking a handover before sending it* | *Partly. The handover process is also unclear* | *Agree a handover checklist, then a 2-hour practice session. Measure rework requests monthly* |
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**Level of the gap**

- ☐ Organisation ☐ Team or role
- ☐ Individual

**Evidence used**

- ☐ Survey ☐ Interviews ☐ Observation
- ☐ Performance data

**Remember**

If the cause is process, tools, rewards or culture, fix that first. Training alone won't solve it.