LEARNING NEEDS ANALYSIS

LEGACY COURSE CODE:

USE

A Front-End Learning Needs Analysis can be used for:

- **New Performance Planning**: documents performance for new jobs, processes, and technology and recommends the interventions required to achieve exemplary performance
- **Diagnostic Assessment**: documents deficient performance, identifies performance barriers, and recommends the interventions required to bridge the performance gap according to standards.

PROCESS STEPS

ORGANIZATION
☐ Read the business goals, initiatives and operational measurements
☐ Find out the strategies that will be used to meet the business needs
☐ Identify the performance results required to achieve business goals
☐ Take note of the actual performance
☐ Investigate the performance problems (opportunities for innovation)
☐ Identify internal and external factors that can critically impact performance: enhancers and barriers such as organizational structures, work environment, person/job mismatch, incompatible attitude, management processes, lack of competency
TASKS
☐ Identify best practices and core competencies required for employees to accomplish performance results

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☐	**Identify available performance standards (quality criteria) or benchmark required level**
☐	**Identify job tasks to be performed**
☐	**Identify learning priorities by considering the importance (complexity/consequence of error) and frequency factors of tasks**
☐	**Analyze knowledge, skills or attitudes needed to perform the job tasks**

AUDIENCE

☐	**Determine the number of learners**
☐	**Identify learner groups (and sub-groups, if necessary)**
☐	**Assess learner characteristics including education levels, learning preferences, computer literacy, prior experience, previous training**
☐	**Identify learner support at end of training**

Learning environment

☐	**Assess the conditions, equipment, time, management expectations, learner support available during and after training**
☐	**Assess the technologies available for learning**
☐	**Perform a media analysis to recommend the best mix of delivery media**
☐	**Identify alternative approaches for learning job tasks**

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Management
☐   **Offer a recommendation and options, each with a different learning potential and cost estimate**
☐   **Provide cost and benefit comparisons for the feasible alternatives**

IMPACTS

- ***Training Management****: by developing a plan to change current performance that might include formal learning events; informal learning activities; performance support and organizational learning via performance improvement and knowledge management*
- ***Client training needs****: by providing the program sponsor (client) with enough information to make sound decisions on addressing learning needs within budgetary and other constraints*
- ***Learning Design Plan****: provides a learning product overview which highlights the basis for the development of the task based objectives, evaluation and unit outlines (content and activities) for client approval.*