

# Question and Answer Section for Training Needs Assessment:

**Question 1: What specific training programs do you feel are needed for each stakeholder group?**

1. **Executive Leadership:**
    - Strategic Digital Transformation Workshops
    - Change Leadership and Management Training
    - Data-Driven Decision-Making Courses
  2. **IT Department:**
    - Advanced System Integration and Implementation Training
    - Cybersecurity and Data Protection Workshops
    - Ongoing Technical Skill Development Programs
  3. **HR Department:**
    - Employee Training and Development Programs
    - Change Management Certifications
    - Workshops on Employee Engagement and Adaptation Strategies
  4. **Customers:**
    - User Guides and Tutorials on New Digital Tools
    - Webinars on Enhanced Service Platforms
    - 24/7 Customer Support and Help Desk Services
  5. **Frontline Employees:**
    - Practical Hands-on Training on New Systems
    - Customer Service Enhancement Courses
    - Continuous Learning Modules and Refresher Training Sessions
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**Question 2: Are there preferences for the type of training for each stakeholder group (e.g., online, in-person, blended)?**

- **Executive Leadership:** Prefer online webinars and video conferences for flexibility and time efficiency.
  - **IT Department:** Opt for blended training with both in-person workshops for hands-on technical skills and online modules for ongoing learning.
  - **HR Department:** Favor in-person training sessions to facilitate interactive learning and better engagement.
  - **Customers:** Require online tutorials and user guides accessible via the company website for ease of use.
  - **Frontline Employees:** Blended training combining in-person training sessions for initial adoption and online resources for continuous support and troubleshooting.
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**Question 3: What type of training material do you expect needs creating for each stakeholder group?**

1. **Executive Leadership:**
    - High-level overview presentations on digital transformation strategy and benefits.
    - Regular progress reports and strategic alignment sessions.
  2. **IT Department:**
    - Technical training manuals and advanced technical workshops.
    - Detailed integration and implementation guides.
    - Hands-on labs and simulations for new technologies.
  3. **HR Department:**
    - Training on change management best practices and employee engagement techniques.
    - E-learning modules focused on digital tools for HR functions.
    - Workshops on managing transitions and supporting employees.
  4. **Customers:**
    - User-friendly guides and tutorials on using new digital service platforms.
    - FAQs and a dedicated customer support portal.
    - Interactive demos and webinars showcasing new features and benefits.
  5. **Frontline Employees:**
    - Step-by-step user manuals and role-specific guides.
    - Interactive e-learning modules and virtual training sessions.
    - Ongoing support via helpdesks and peer mentoring programs.
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**Question 4: What is the preferred timeline for completing the training?**

A 4-month timeline is preferred to ensure a gradual yet comprehensive training process, starting with leadership and IT, followed by HR, frontline employees, and culminating with customer assistance and support features.

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**Question 5: Are there any stakeholder groups that need more advanced training?**

Yes, the IT Department and Executive Leadership require more advanced training due to the complexity of the tasks they need to handle and the strategic decisions they will make.

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**Question 6: What metrics do you expect will be used to evaluate the success of the training program?**

- Training completion rates
- Post-training assessments scores

- Employee productivity metrics
  - Customer satisfaction scores
  - Rate of helpdesk tickets and issue resolution times
  - Feedback surveys from all stakeholder groups
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**Question 7: What specific knowledge and skills do users need to acquire to use the new system effectively?**

- Basic and advanced functionalities of new digital tools
- Effective system navigation and troubleshooting
- Cybersecurity best practices for data protection
- Customer service protocols and communication skills
- Efficient use of data for decision-making and strategy formation
- Adaptation to new workflows and process management