Tailoring the Course
Internal Trainers Needs Assessment

- A Needs Assessment is a process that you can go through to determine any training needs within your team/organisation. It can be time-consuming if this is the first time you have ever done this but can be extremely worthwhile and make the process easier for future assessments.

- A Needs Assessment can be hugely beneficial, it will allow you to identify any gaps of knowledge within your team and take a proactive approach to address these. It can also highlight any training needs that you may have not previously considered and ensures all of your training is focused on the right areas.

- Another benefit is that a Needs Assessment allows you to plan and develop any training needed for the upcoming year, for example. Once the knowledge and skills gaps have been identified, you will be able to plan/develop the right training needs for the right team members. You can also use this to prioritise any training needs.

- Once a Needs Assessment is completed and you have this process in place, then it will make future assessments easier. It is recommended to complete an assessment on a regular basis, normally yearly; it is important not to rely on previous results for each training year.

    If you keep planning your training to previous years' skill-sets and goals, then you will be developing out-of-date skills, gaps will continue to grow and you won't be producing the best results for your organisation and teams.

Steps to help you conduct a Needs Assessment

To Do	Responses/Notes
Think about your organisation's goals The first step in your Needs Assessment should be looking at your organisation's goals. - What does the organisation hope to achieve within the next year? - How do these connect with the organisation's mission, vision and values? - Are these organisational wide or do you have specific goals for different services or teams?	
What skills are needed to reach these goals? What are the skills needed to help the organisation achieve these goals or to continue demonstrating your mission, vision and values? Conversations with management will be vital to be clear on what is expected. - Think about your organisation: 　　What skills do they currently have? 　　What skills need refreshing? 　　What skills are missing?	

• Do you have any new services recently or new job roles? What skills will these need? • What skills are needed organisation-wide and what skills are needed by certain departments/ services? *For example, all employees may need equality and diversity training but not all may need leadership and management training.*	
Review employee's current skills Once you have identified the skills and knowledge that you need within your organisation to meet your goals, you will then want to look at the skills that each staff member currently has. • What training have employees previously undertaken and within what timeframe? *Training logs can save time.* • Have discussions with teams to evaluate their previous training. What did they learn? What helped for their roles? What was missing from the training course? *This is why it is important to ensure feedback is collected from all internal training* • Have discussions with team managers to get a full picture of what is needed. What is missing? Have any incidents happened? Do they have any examples? *Use the Tailoring Call Example for suggested questions.*	
Identify any knowledge gaps Once you have identified, reviewed and had those discussions, you will be able to compare the skills and knowledge that is needed and what is missing. • What skills or knowledge is missing? • Are the skills there but they need further development? • Does the basic knowledge/understanding need refreshing? • What teams/services need what? • Gaps can also include training on new systems/ software.	
Plan your training The last stage is for you to now plan the training that is needed. • What training needs to be prioritised? • Do you already have training packages in place to use? Are they effective enough? • Are you the right person to develop and deliver the training? • Can you bring in external trainers or other experts to deliver or join your sessions?	