

SAP Enable Now

TRAINING NEEDS ANALYSIS & TRAINING STRATEGY

DATASHEET

The TNA Process:

- Strategy and Planning
- Interviews or Workshop
- Creation of Job Role Specific Profiles
- Interviews
- Online Assessments
- Automated Results
- Tailored Learning Paths
- Comprehensive Reports confirming user activity and achievement

Training Needs Analysis (TNA)

Identifying knowledge and skills gaps is a major challenge in most organisations, particularly when enterprise software is to be implemented. Identification of the users' learning needs, previous experience and expectations provides valuable knowledge and understanding on which a robust training strategy can be built.

Undertaking a Training Needs Analysis specific to your applications and the job roles of your users, whilst taking into consideration timelines and budget is the foundation on which to build your strategy or training program. Our Training Needs Analysis service allows us to identify and report on skill and knowledge gaps, preferred learning styles and budget.

A workshop with the project stakeholders provides us with an understanding of any history, the business needs, project requirements and the culture of the organisation. We seek to understand how your users need to utilise the software, aligned to your strategic goals and budget.

Moderated sessions follow an agreed format and uniform approach, with all responses documented for evaluation and reporting purposes. We use a set of standard interview templates, but these can be customised to include any specific questions relating to your business and software.

Our ever-increasing assessment database is aligned to the findings identified during the 1-2-1 training needs interviews. If required, we can include a framework upon which to create a Requirements Specification which in turn assists in the identification of the right tool.

The Training Needs Analysis Report provides an outline for the organisation's Training Strategy, a compilation of findings with recommendations as to what training and/or support delivery provides the best fit.

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TNA & TRAINING STRATEGY

The Training Strategy Process:

- Present findings of TNA
- Review matrix of tools
- Align tool functionality to user expectations

About Larmer Brown

Larmer Brown has been delivering learning solutions to corporate clients since 1984. Our services have evolved in order to deliver a portfolio of offerings to support clients through each phase of their learning project, system implementation or upgrade.

Training Strategy

Larmer Brown supports the development of your Training Strategy through a series of structured sessions with your Project Team that help to align content development to any related project plans, assigning roles and responsibilities, as well as the creation of a Work Plan reflecting any dependencies, risks and recommendations.

Key factors such as change management, user adoption and training delivery are discussed and agreed. Each of the following contributes towards the creation of an effective Training Strategy:

- Aims and objectives of the business and project team.
- Budgets and timelines .
- Initial ideas, resources (roles and responsibilities).
- The organisational expectations, in terms of the outcome of the development project.
- Scope of the change.
- Legacy training projects, i.e. what has been undertaken previously; what worked and what didn't.
- Functionality of tool of choice– the strategy should align the identified needs of the users with the functionality offered by the organisation's chosen content authoring tool, not vice-versa.
- To prove that a Strategy has been successful, it is important to identify and agree the measurable results from the outset. Often it is beneficial to focus on the desired outcomes and work backwards.

The details in the Training Strategy would not usually be finalised until the Discovery Workshop has been completed. Often the Discovery Workshop provides the opportunity to explore different strategic scenarios which can then be incorporated into the Training Strategy.