

### Are you retaining and motivating your best people?

We can provide a **Training Needs Analysis (TNA)** service whereby we can take an audit of the skills in your business to highlight where you need to develop certain areas, be it IT or Coaching skills.

It can be difficult for you to ascertain what level of training your users need. For instance, it isn't easy to identify basic, intermediate and advanced levels of training for groups of users, and what do these levels mean for the users?

What if you have a basic level user who only needs to use a particular function covered in the advanced training. Do you really need to invest in basic, intermediate & advanced training, to confuse and overwhelm them when all they need is one function?

### With us, TNA is easy ...

- ❖ We start with 1 day and see managers and team leaders (*Duration will vary depending on business size*)
- ❖ Identify their teams' weaknesses and requirements
- ❖ Identify key people who they need to retain and motivate
- ❖ Where do they want to end up?
- ❖ We would find out what they want to do differently, e.g.

*"I keep missing my deadlines..... "* = **Time Management** training, or

*"I keep missing my deadlines because I don't know how to manage the information I have in Outlook effectively"* = **Outlook Calendar and Task** training

*"I keep missing my deadlines because I don't know how to keep tabs on my projects"* then that's a different course entirely

- ❖ Depending on the number of users, we may only see the team leaders, or we can see individual users for a 5 minute verbal survey, or send TNA surveys to all users for completion. We would then collate this information to include in the TNA Results.

### TNA Results

We would provide a clear matrix of results, listing relevant users and their recommended training.

Based on these results we may recommend training for teams and/or certain individuals, e.g. **Talent Management** for the managers/leaders and **Customer Service** for all the team, with **Outlook Pick & Mix** sessions, even those not directly in the team, e.g. sales, so everyone in chain understands their impact and processes.

With IT training we have three options of delivery, we would recommend the best options based on the TNA results, e.g. it could be a waste of money putting a person on an e-learning course if they learn best through discussion and sharing with others, even though the e-learning option may look low cost in comparison.

- ❖ E-learning
- ❖ Classroom with fixed syllabus
- ❖ One-to-one coaching – at desk or web conference