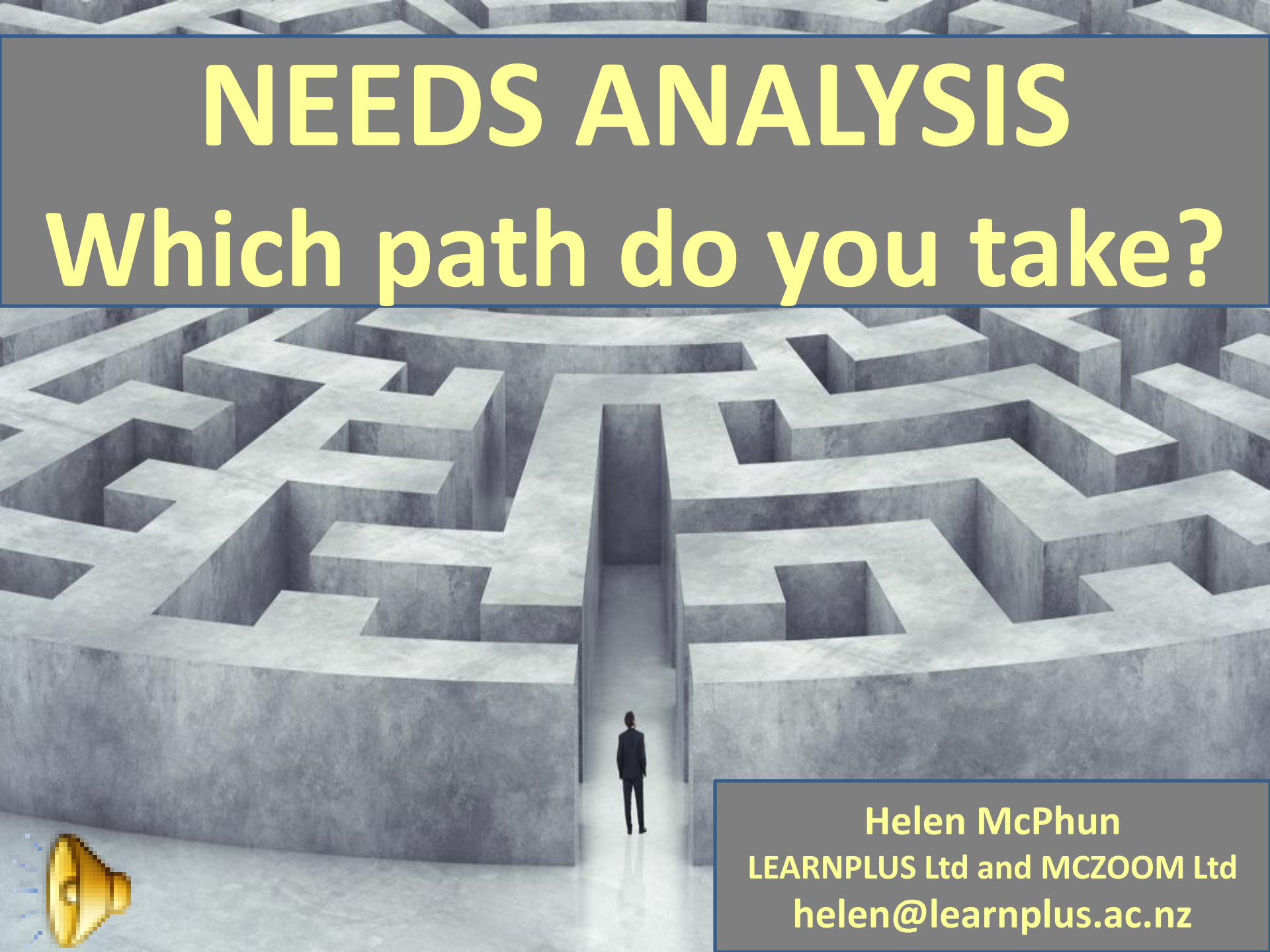
NEEDS ANALYSIS
Which path do you take?



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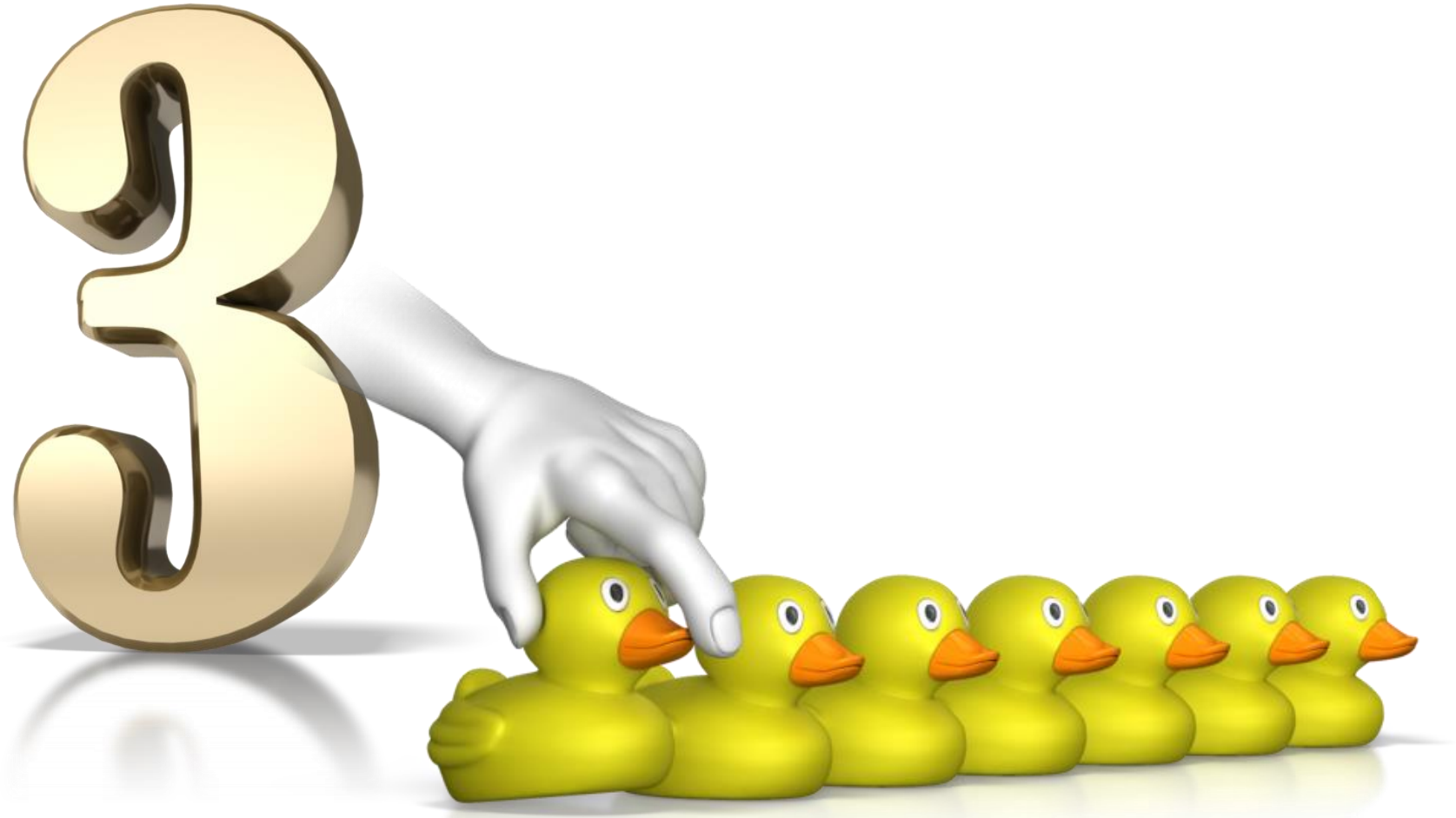
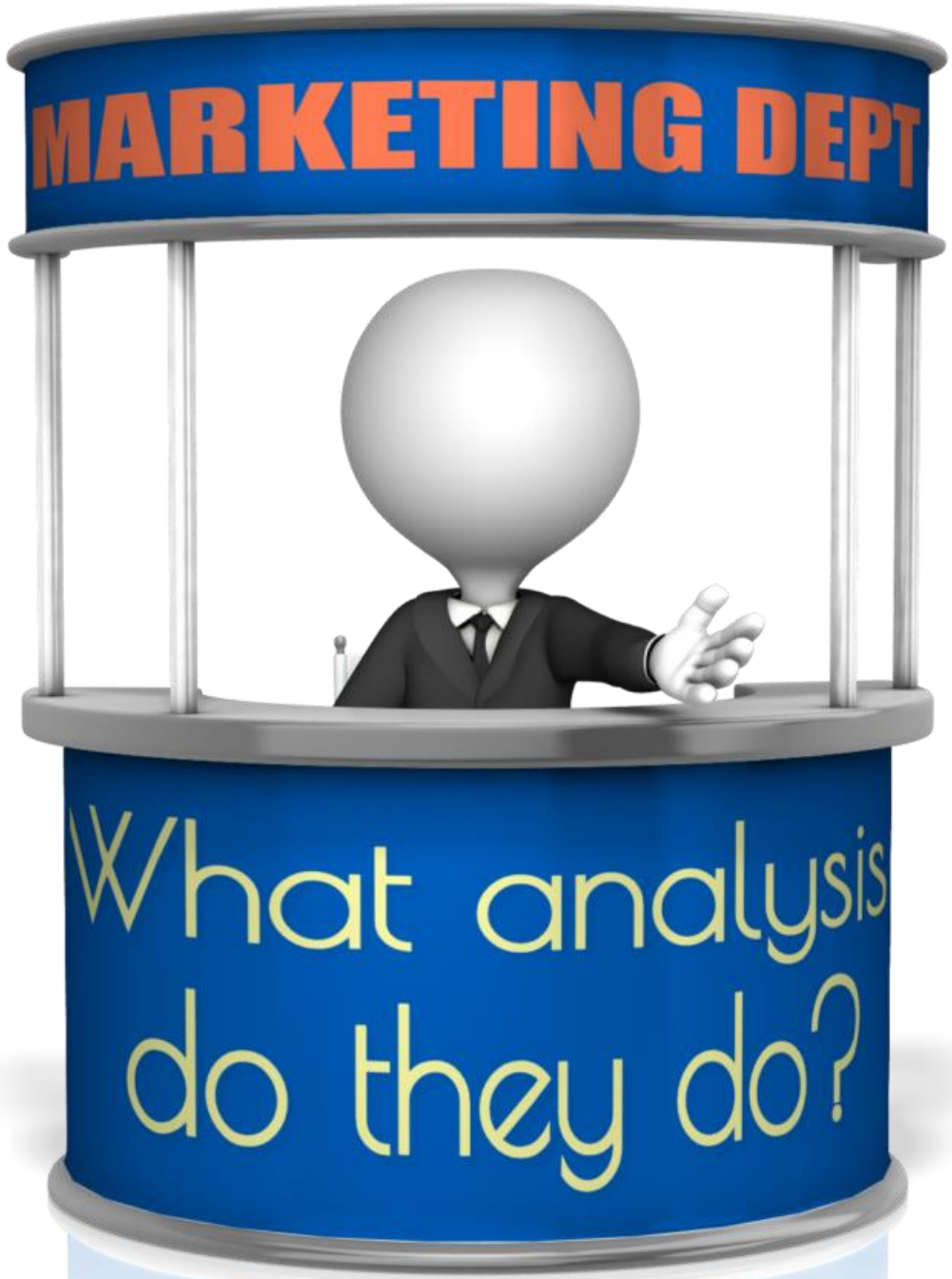
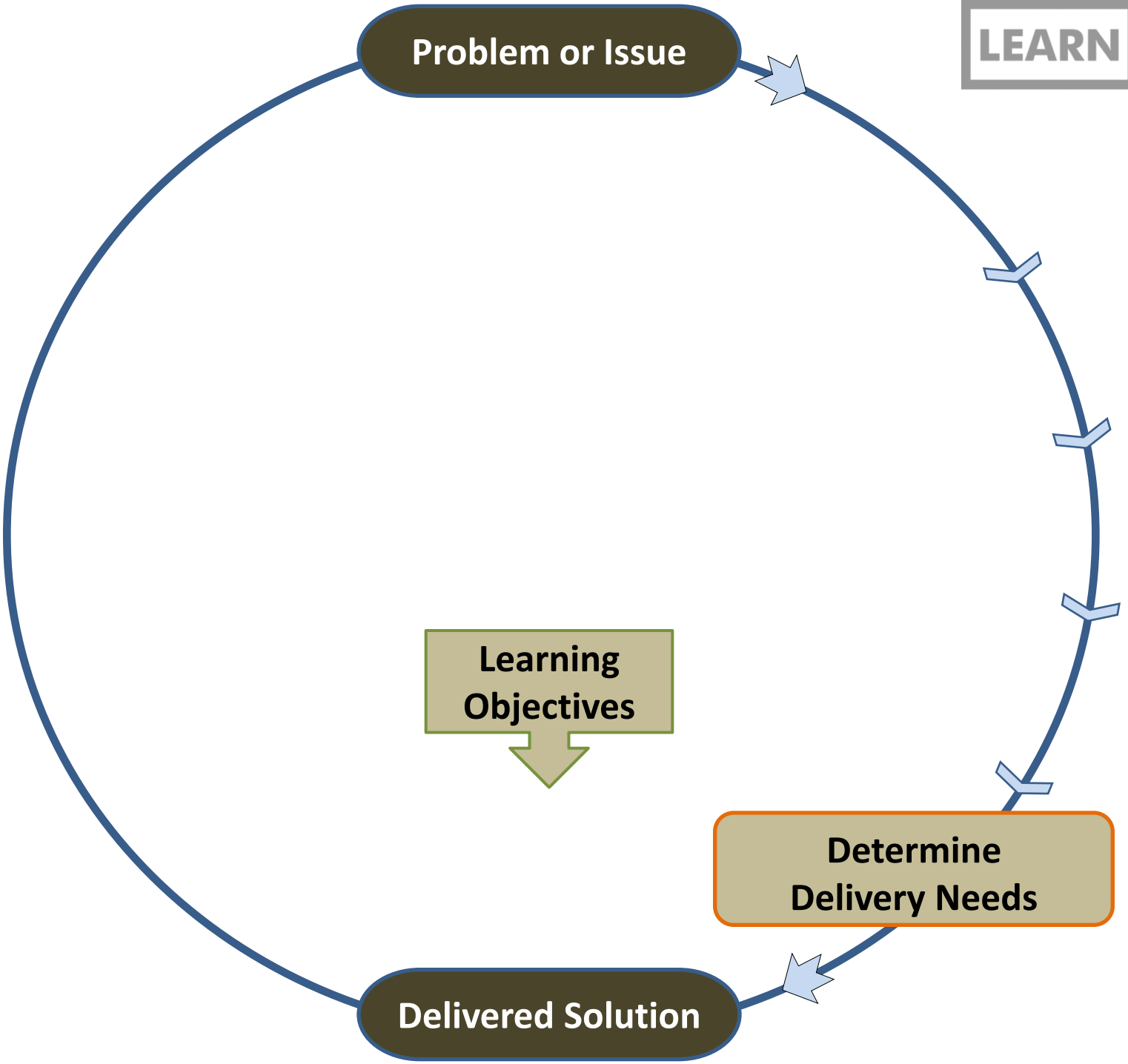


Magic

Mastery



LEARN PLUS™


Problem or Issue
Learning Objectives
Determine Delivery Needs
Delivered Solution

Based on work from
Dr Donald Kirkpatrick
Drs Jack and Pattie
Phillips Peter Drucker

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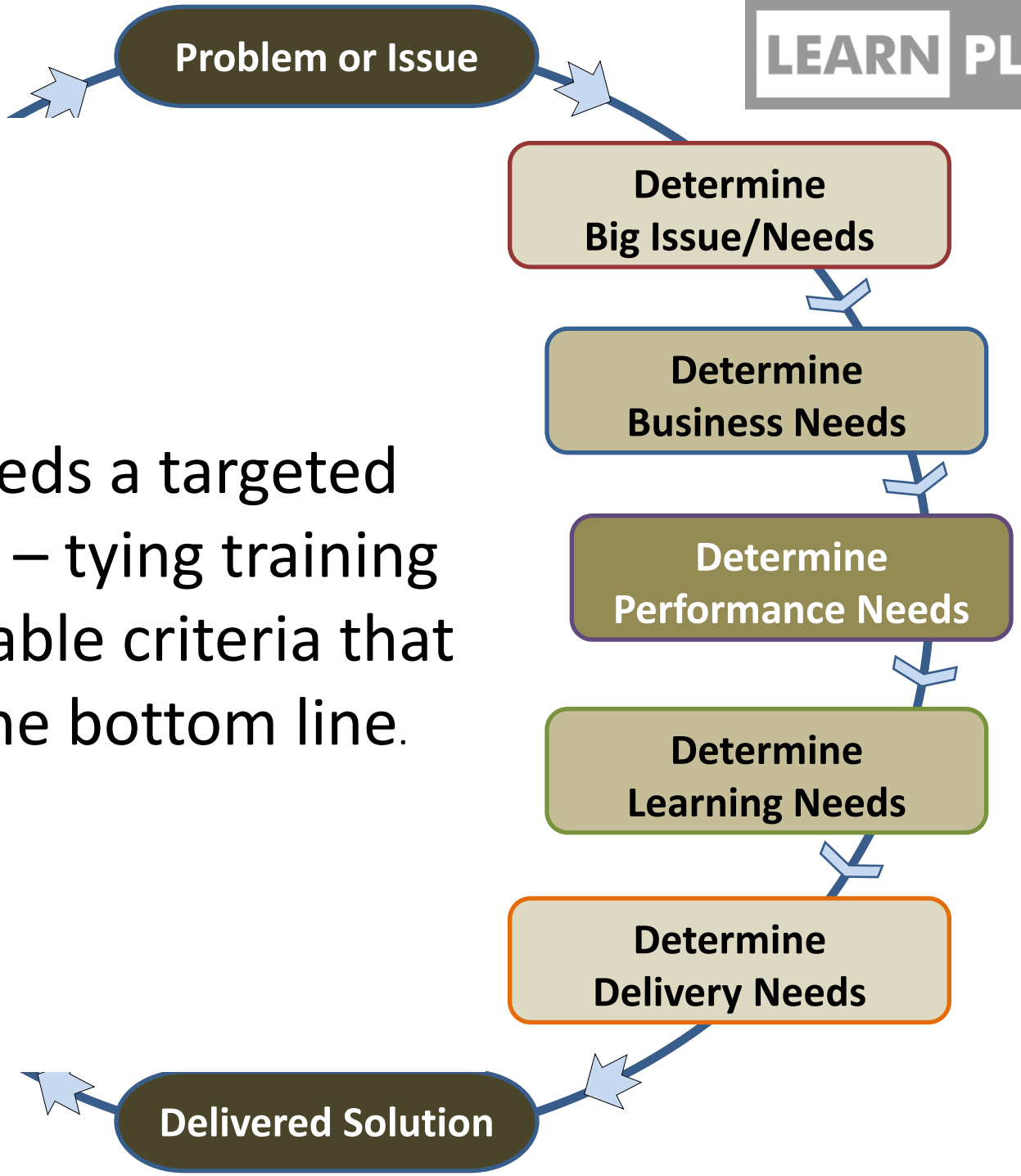
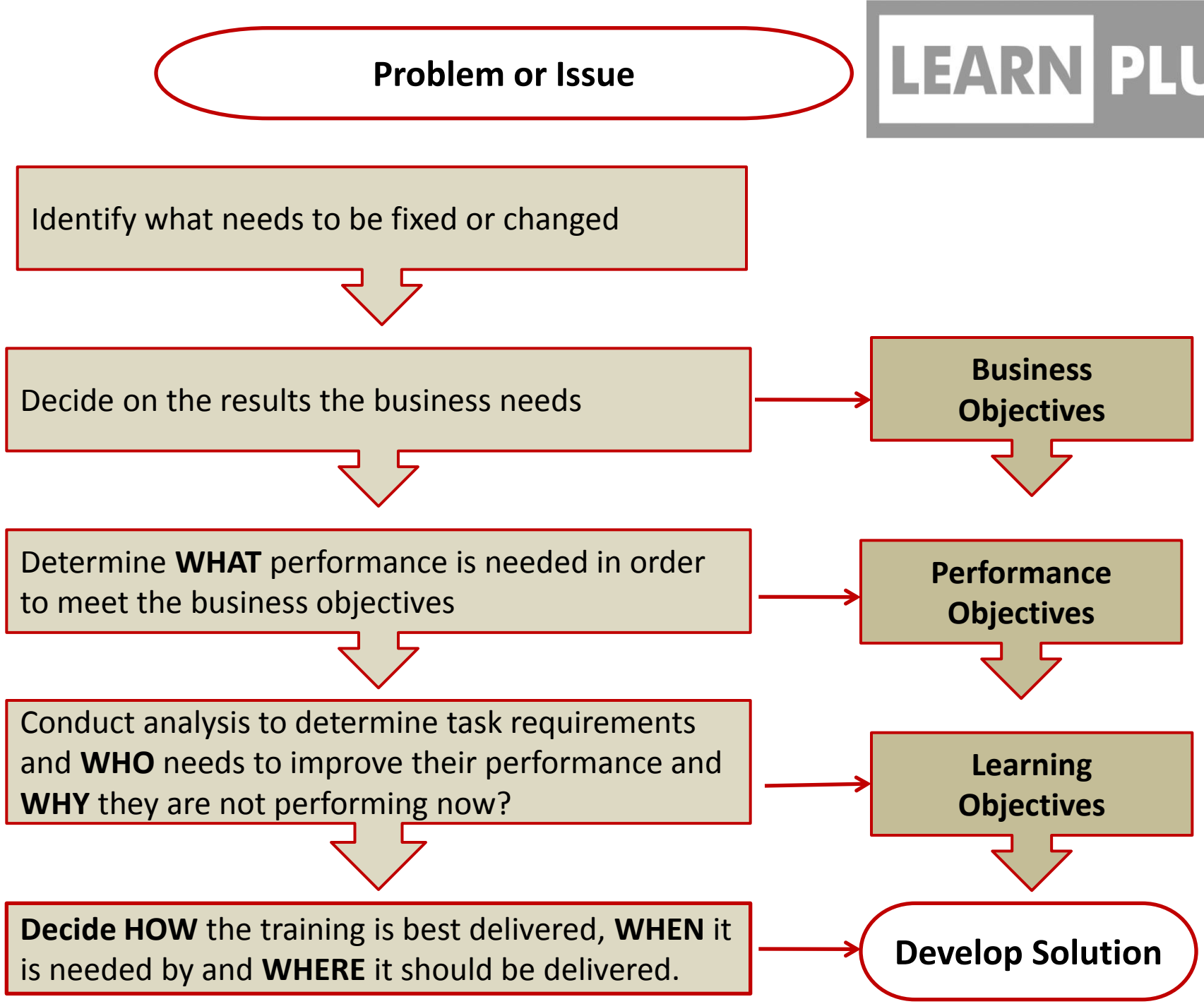
L & D needs a targeted approach – tying training to measurable criteria that impact the bottom line.




Problem or Issue
LEARN PLUS™
Identify what needs to be fixed or changed
Decide on the results the business needs
Business Objectives
Determine WHAT performance is needed in order to meet the business objectives
Performance Objectives
Conduct analysis to determine task requirements and WHO needs to improve their performance and WHY they are not performing now?
Learning Objectives
Decide HOW the training is best delivered, WHEN it is needed by and WHERE it should be delivered.
Develop Solution

ONE PROBLEM

Determine
Business Needs

TWO RESULTS

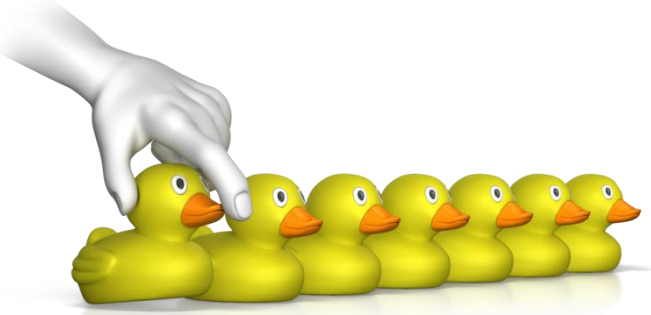
Determine Performance Needs

For today
For the future

THREE INPUTS

Determine
Learning Needs

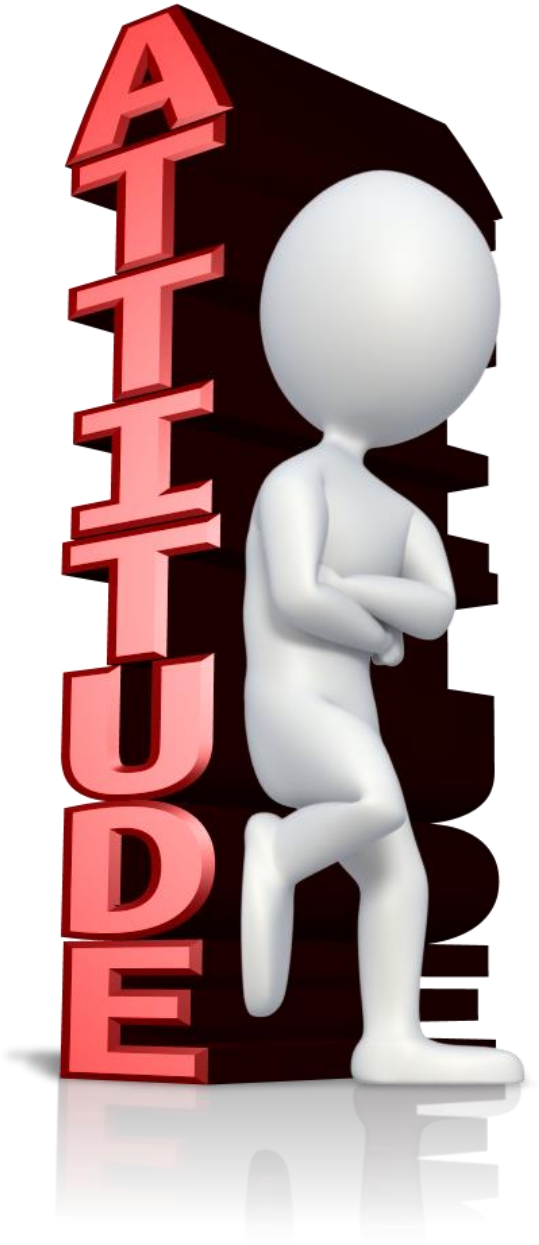
INSIDE: The employee
OUTSIDE: The manager
ALONG SIDE: The peers



FOUR ACTIONS

Determine Learning Needs

4
Proven Knowledge
Proven Confidence
Proven Skill
Access to Support


ATITUDE

Task Analysis

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T	Tools	Employer's Domain	Hardware
A	Attitude	Affective Domain	Heart
S	Skills	Psychomotor Domain	Hands
K	Knowledge	Cognitive Domain: Declarative Knowledge Procedural Knowledge	Head

Task Breakdown

WHAT has to be known?

HOW WELL does it have to be known?

WHAT has to be done?

HOW WELL does it have to be done?

4 Options

STORYLINE				
How much do you like using Storyline?	HATE IT	DON'T LIKE IT MUCH	LIKE IT	LOVE IT
How confident do you feel using Storyline?	NO CONFIDENCE	NOT MUCH CONFIDENCE	SOME CONFIDENCE	REALLY CONFIDENT
How would you rate your knowledge and skill of Storyline??	NO KNOWLEDGE & SKILL	NOT MUCH KNOWLEDGE & SKILL	SOME KINOWLEDGE AND SKILLS	LOADS OF KNOWLEDGE AND SKILLS
How ave using St	NEVER DONE IT	DONE IT A LITTLE	DONE IT QUITE A BIT	DONE IT LOADS
How muc k you need in order to us	NEED LOADS OF SUPPORT	NEED A TEENY BIT OF SUPPORT	NEED SOME SUPPORT	NEED NO SUPPORT AT ALL

STILL VAGUE WITH NO TASK ANALYSIS

THREE INPUTS

Determine
Learning Needs

INSIDE: The employee
OUTSIDE: The manager
ALONG SIDE: The peers

Task Breakdown

HOOF & HAND is a trendy shoe and handbag shop. The manager wants all the staff trained as sales are down, wrong data gets put into the electronic inventory system, and there is a new store opening in WOWville.

You suggest a needs analysis should be done first because...

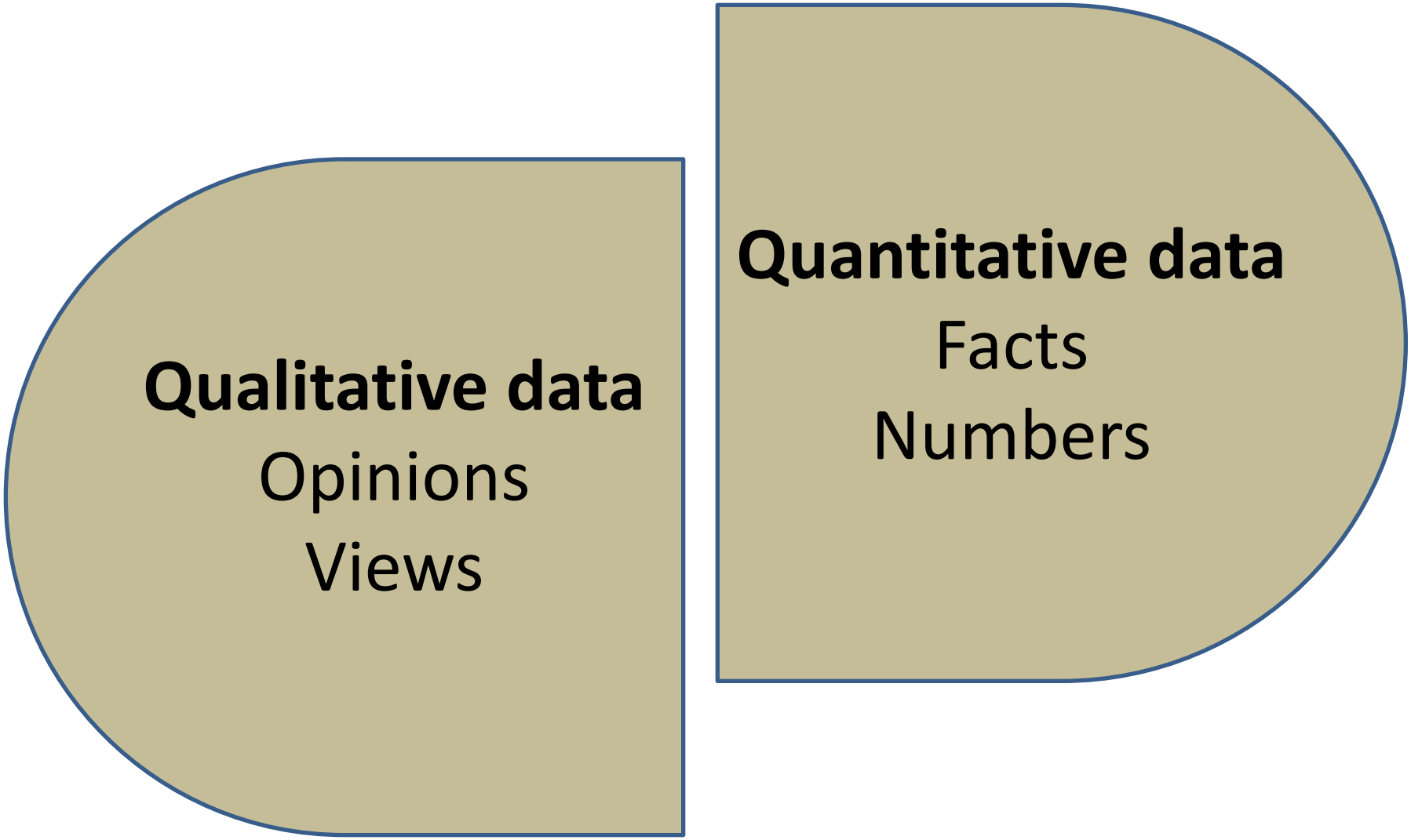
WHAT has to be known?

HOW WELL does it have to be known?

WHAT has to be done?

HOW WELL does it have to be done?

Data


Qualitative data
Opinions
Views
Quantitative data
Facts
Numbers

Individual interviews

Focus groups

Online surveys

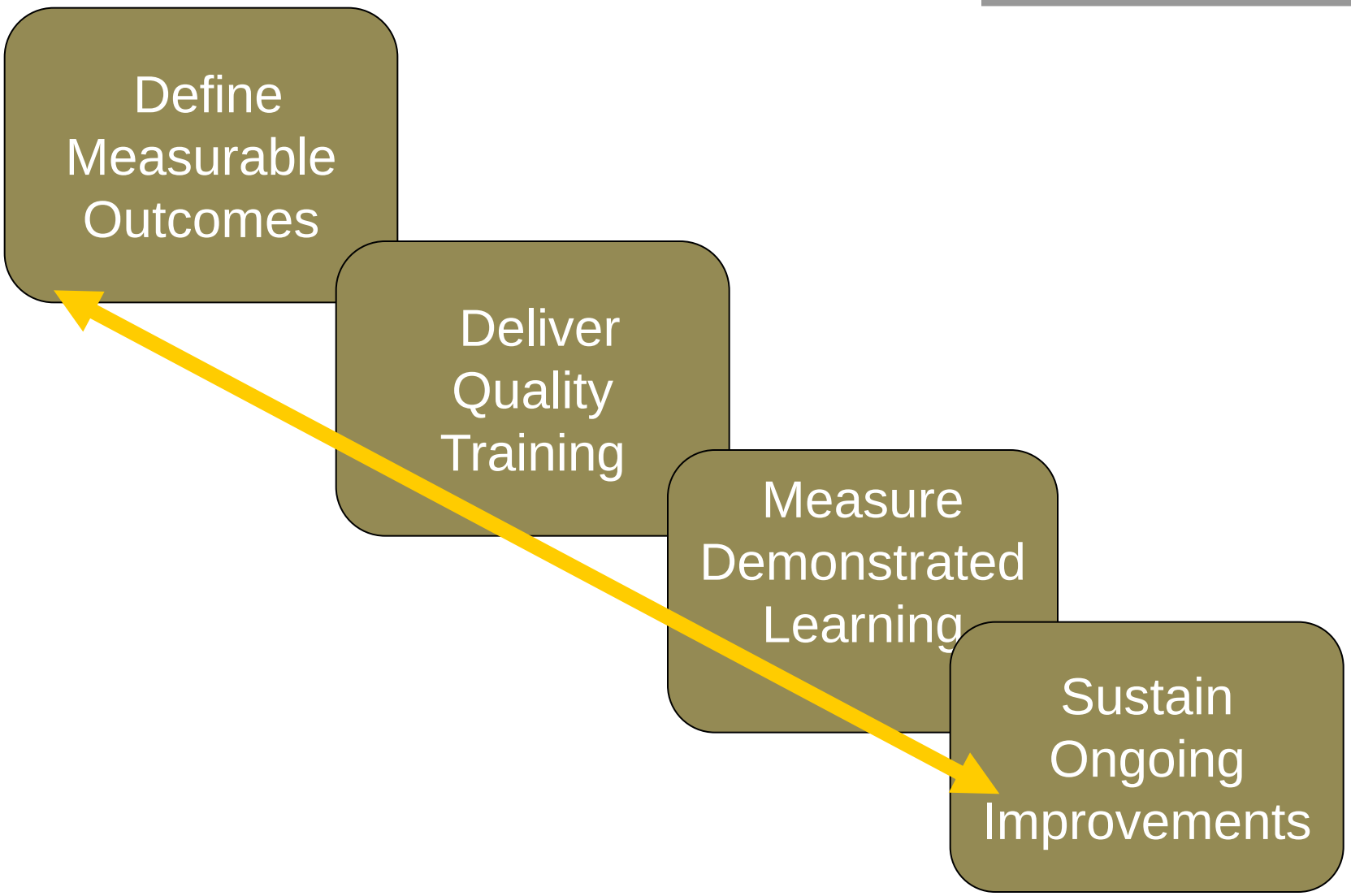
Paper surveys

Existing info in the organisation, reports, summaries

Observations

Client report

LEARN PLUS™
INTERVENTION


Define Measurable Outcomes
Deliver Quality Training
Measure Demonstrated Learning
Sustain Ongoing Improvements

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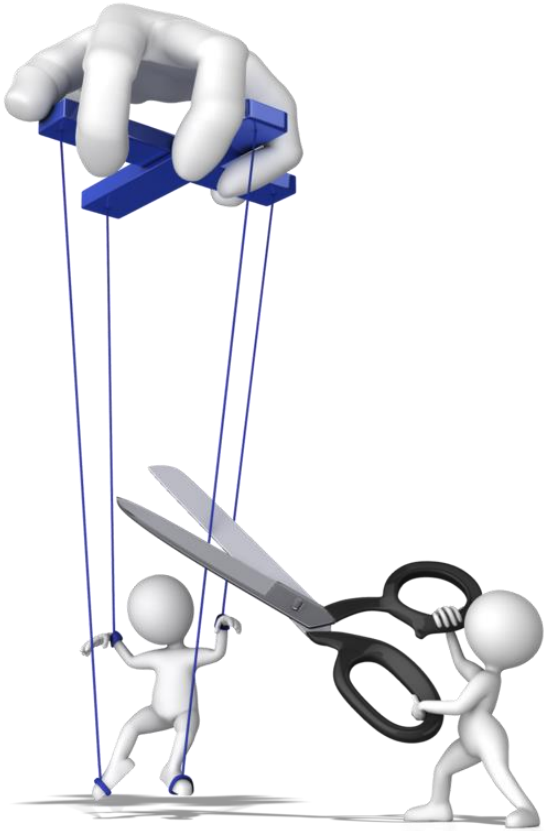


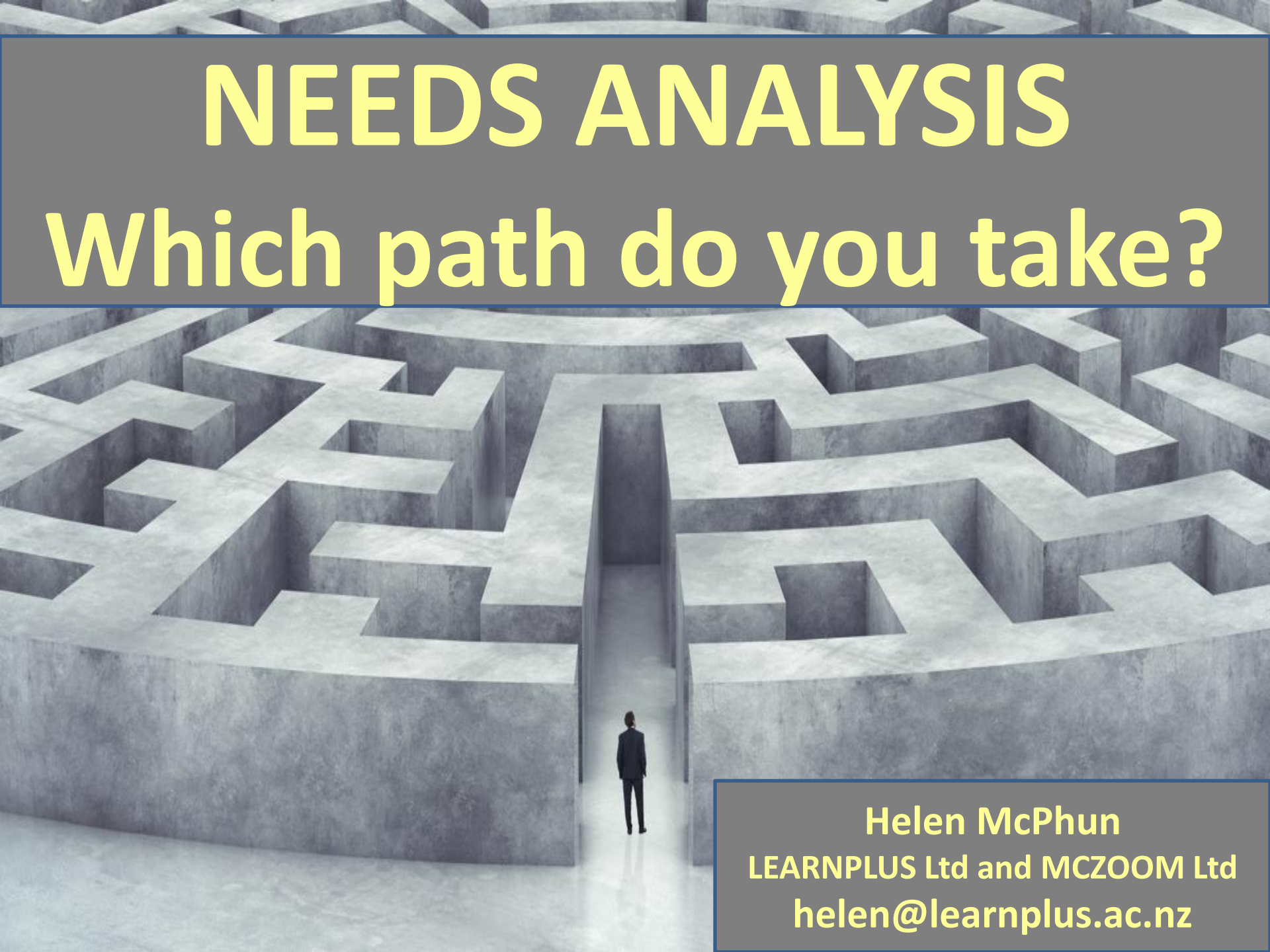
One problem

Two results

Three inputs

Four questions

NEEDS ANALYSIS
Which path do you take?



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Assessment Options to Recognise Your Competence

UNIT STANDARD 7103

(for **two individuals**) Level 4 – 5 credits $80 + gst

UNIT STANDARD 7105

(for **a group in an organisation**)Level 5 –10 credits $80 + gst

UNIT STANDARD 7104

(for an **organisation that has at least two departments**) Level 6 – 12 credits $80 + gst