**Training Needs Analysis**

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| **Supervisor:** |
| **Staff member:** | **Date:** |
| **Position title:** |  **HEO Level:** |
| **1. Position Responsibility** | **2. Associated Capabilities - Skills, Knowledge, Attributes** | **3. Current skill level** | **4. Dev required** | **5. Development Activity** |  **Completion date** | **6. Evaluate outcomes** |
| *Develop budgets to ensure there are adequate resources available for the area.*  | * *Inhouse financial system skills*
* *Understanding of area requirements – customer management*
* *Understanding of budget process*
 | *Understands inhouse financial system but requires stronger understanding of area requirements.*  | *Yes* | * *Attend workshop relating to customer management.*
* *Further enhance budget process knowledge by providing coaching to another member of the team*
 | *Mar 2020**Apr 2020* | *Attended workshop – strong improvement demonstrated.**Internal coaching enabled sharing of knowledge and enhanced relationships.*  |
| *Use the internal telephone system to ensure that calls and messages and efficiently and effectively handled.* | * *Understand technical aspects of telephone system*
* *Verbal communication skills*
* *Customer service focus*
 | *Strong verbal communication skills but frequently mishandles transfer of calls resulting in complaints.* | *Yes* | * *Review written instruction manual.*
* *Job shadow a more experienced member of the team.*
* *Develop a quick reference guide for easy recall.*
 | *Jan 2020**Jan 2020**Feb 2020* | *Clear understanding of requirements.**No further complaints received.**Reference guide adopted by other members of the team.* |
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