**Training Needs Analysis**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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.* |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |