



## TRAINING NEEDS ANALYSIS

**EMPLOYEE NAME:**

**JOB TITLE/ROLE:**

**On a scale of 10 (expert knowledge) – 0 (no knowledge) please rate your current skills and knowledge**

**Identify the skill level required for the role – F = Fully competent/consistently performs at this level**

**C = Competent/can perform at this level most of the time D = Developing the skill N = Not required**

Business Skills	Current Knowledge Level										Required Level
	10	9	8	7	6	5	4	3	2	1	
Product knowledge	10	9	8	7	6	5	4	3	2	1	
Telephone skills	10	9	8	7	6	5	4	3	2	1	
Business writing skills	10	9	8	7	6	5	4	3	2	1	
Questioning skills	10	9	8	7	6	5	4	3	2	1	
Developing solutions for customers	10	9	8	7	6	5	4	3	2	1	
Sales Skills	10	9	8	7	6	5	4	3	2	1	
Managing relationships with customers and colleagues	10	9	8	7	6	5	4	3	2	1	
Presentation skills	10	9	8	7	6	5	4	3	2	1	
Running meetings	10	9	8	7	6	5	4	3	2	1	
Contributing at meetings	10	9	8	7	6	5	4	3	2	1	
Time Management	10	9	8	7	6	5	4	3	2	1	
Coaching/Mentoring Skills	10	9	8	7	6	5	4	3	2	1	
Training Expertise	10	9	8	7	6	5	4	3	2	1	
<b>TOTALS</b>											

Personal Attributes	Current Knowledge Level										Required Level
	10	9	8	7	6	5	4	3	2	1	
Striving for new skills, knowledge, experience and personal development	10	9	8	7	6	5	4	3	2	1	
Developing positive relationships with customers and colleagues	10	9	8	7	6	5	4	3	2	1	
Being self motivated, keeping motivated and focused	10	9	8	7	6	5	4	3	2	1	
Planning how to achieve business and personal goals	10	9	8	7	6	5	4	3	2	1	
Handling stress	10	9	8	7	6	5	4	3	2	1	
Contributing positively to team and company morale	10	9	8	7	6	5	4	3	2	1	
Coming up with recommendations and suggestions more than asking for answers	10	9	8	7	6	5	4	3	2	1	
Managing time and priorities	10	9	8	7	6	5	4	3	2	1	
I continuously seek to improve what I do and how I do it	10	9	8	7	6	5	4	3	2	1	
I always contribute to company goals	10	9	8	7	6	5	4	3	2	1	
<b>TOTALS</b>											

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