

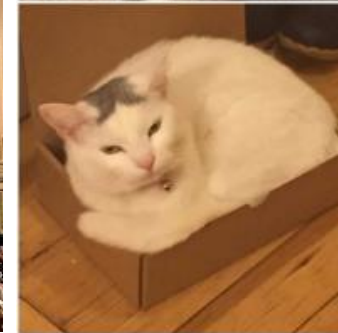
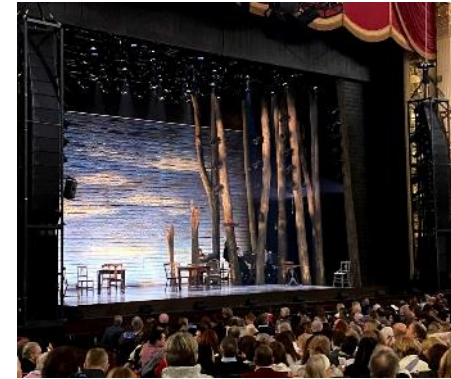
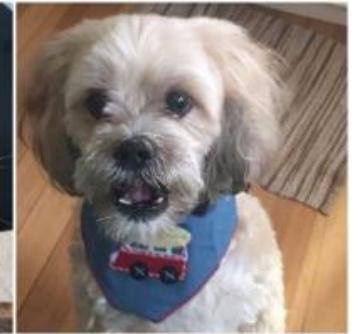
Training magazine's 43rd Annual
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DOWN AND DIRTY NEEDS ASSESSMENT

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APPLESTAR PRODUCTIONS
STICKY LEARNING

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REUNION
QUINCY

by design
ministries
*Training Women to Lead
and Influence Others for Christ*

OVERVIEW

Why needs assessment?

How to do needs assessment

TODAY'S GOAL

By the end of this workshop you should know why needs assessment is critical for your project success and be able to use the 5Ws and H for conducting a needs assessment.









A man in a brown button-down shirt is shown from the chest up, sitting at a wooden desk. He is gesturing with both hands, palms facing up, as if explaining something or expressing frustration. A laptop is open on the desk in front of him. The background is a plain, light-colored wall.

It's not better!!

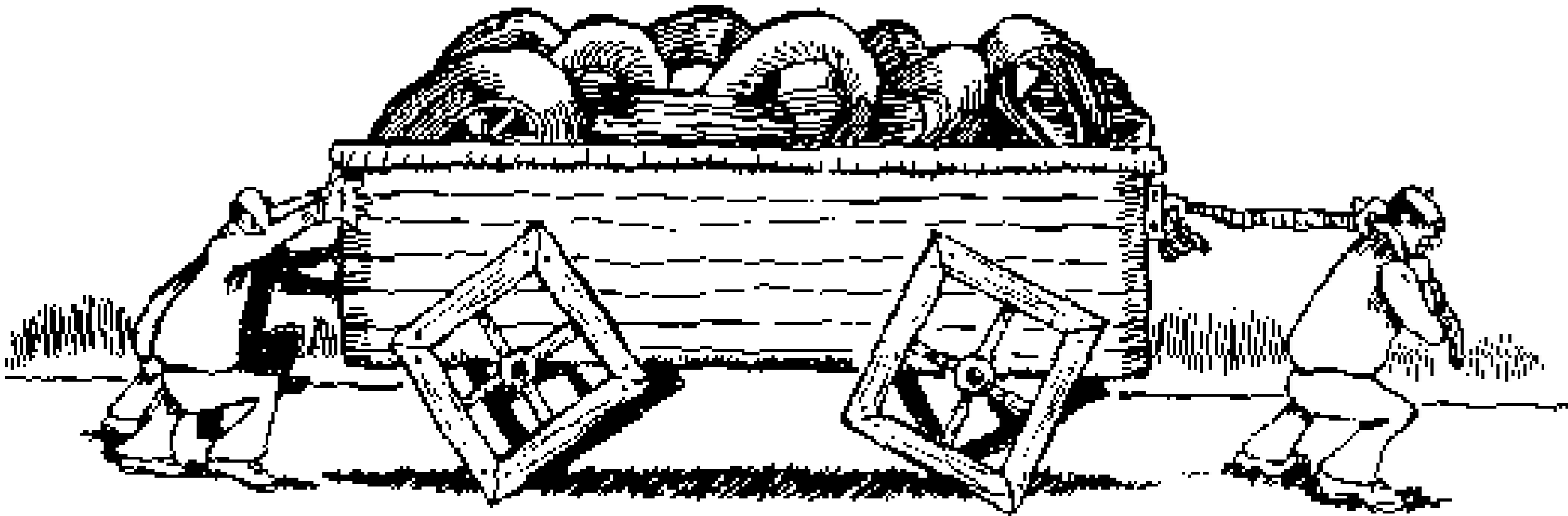




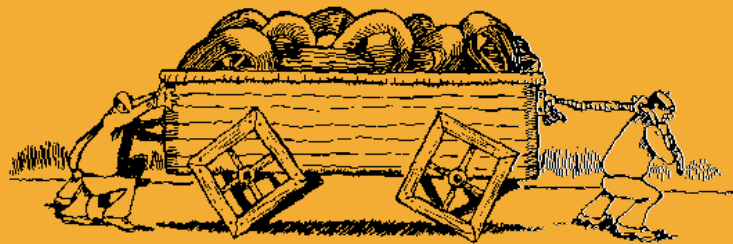
mashroom.5



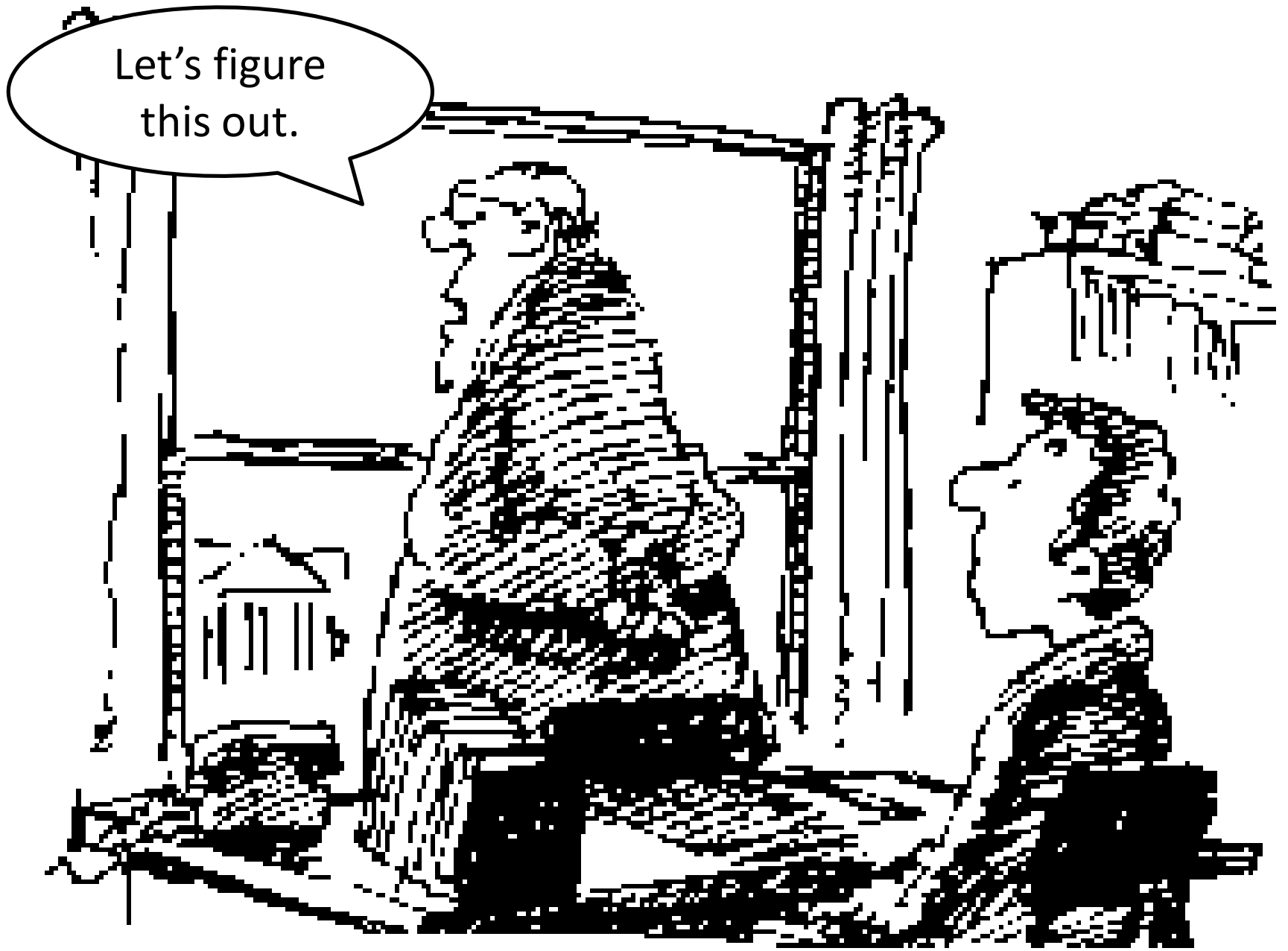
Well this explains a lot.



An external view
provides a
different
perspective



NEEDS ASSESSMENT

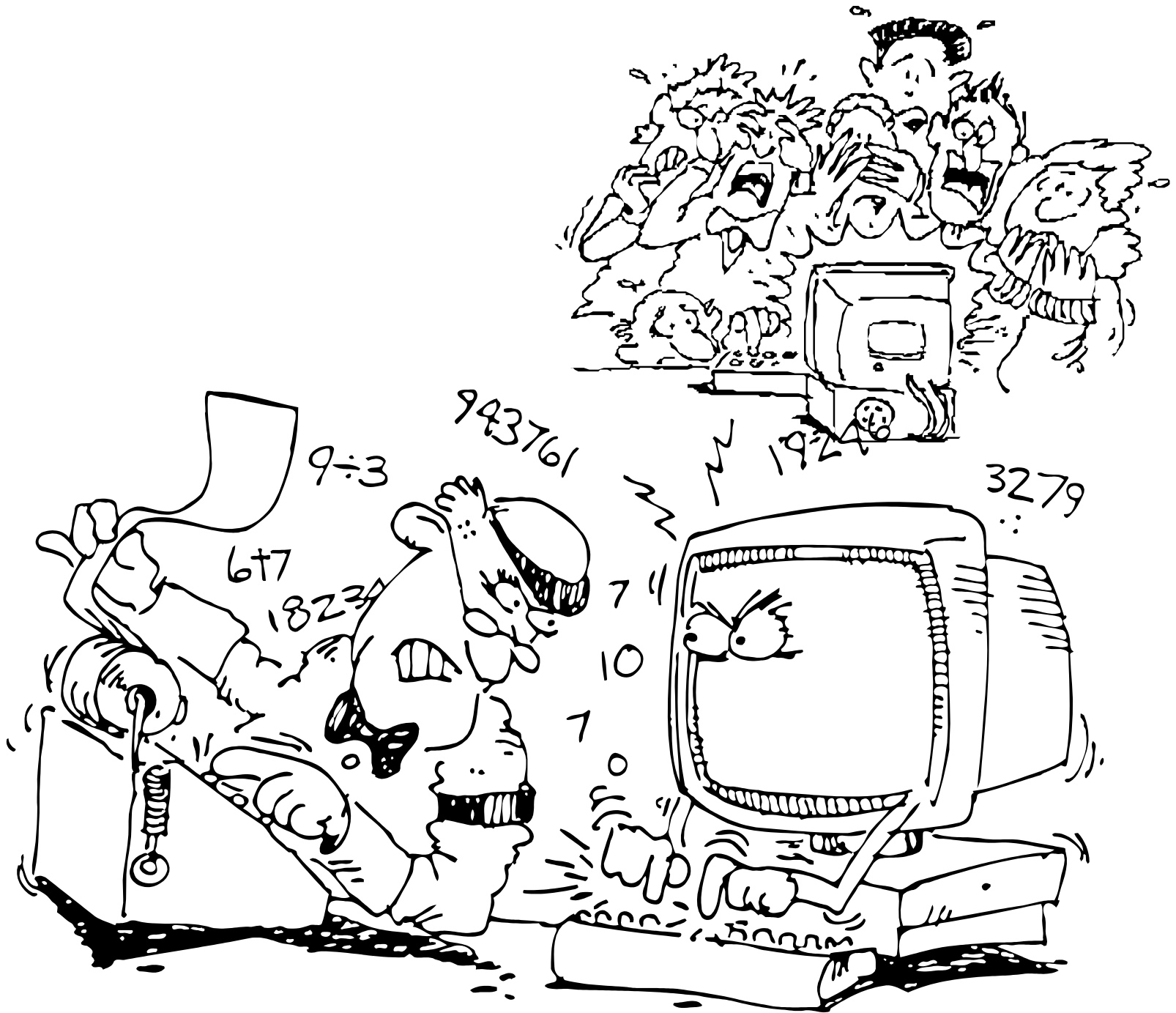


DETERMINE
WHAT'S
WRONG



ASK

HOW IT IS IMPACTING THE BUSINESS?



AND FINALLY,

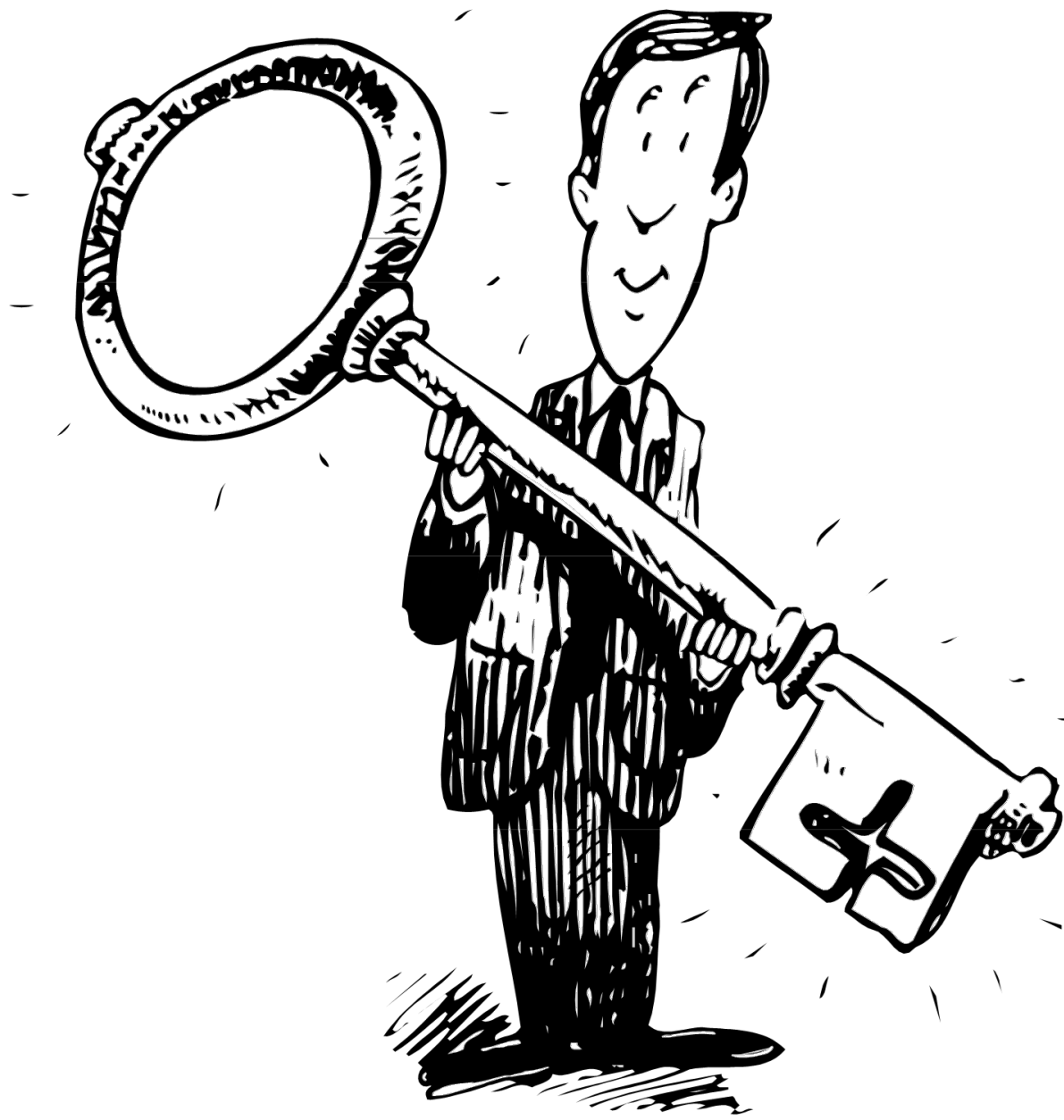
STATE THE PROBLEM IN A SENTENCE

If the problem cannot be stated in one sentence, it isn't clear enough to fix.



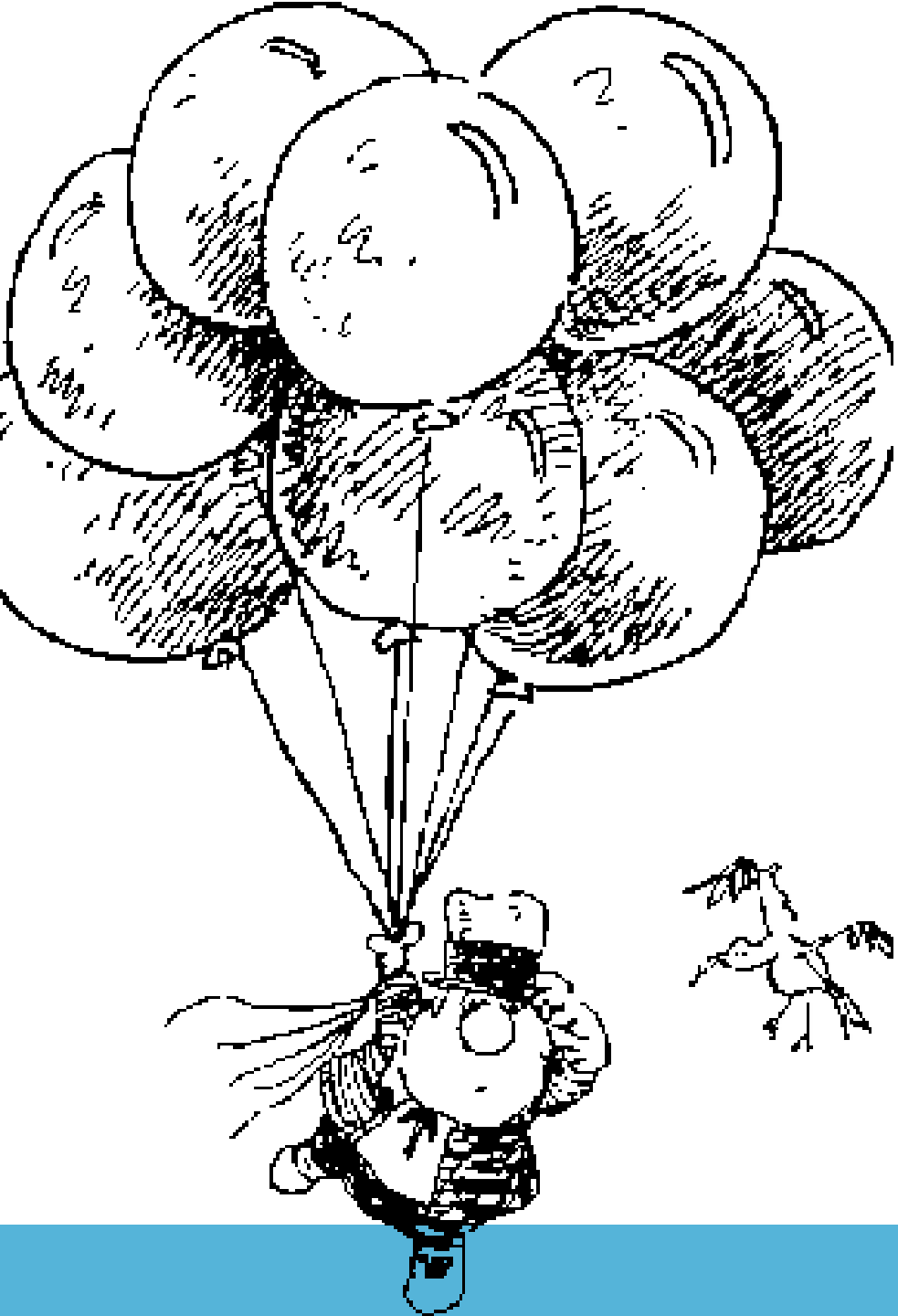
GET TO THE GOAL!

**IN THE END,
WHAT DO YOU WANT
YOUR LEARNER TO
KNOW
AND DO?**



**ASK THE RIGHT
QUESTIONS**





I keep six honest serving-men
(They taught me all I knew);
Their names are
What and **Why** and **When**
And **How** and **Where** and **Who**.

— Rudyard Kipling, The Elephant's Child

QUESTIONS



Who needs the training?

What do they need to know and do?

When do they need to know and do it?

Where do they need to know and do it?

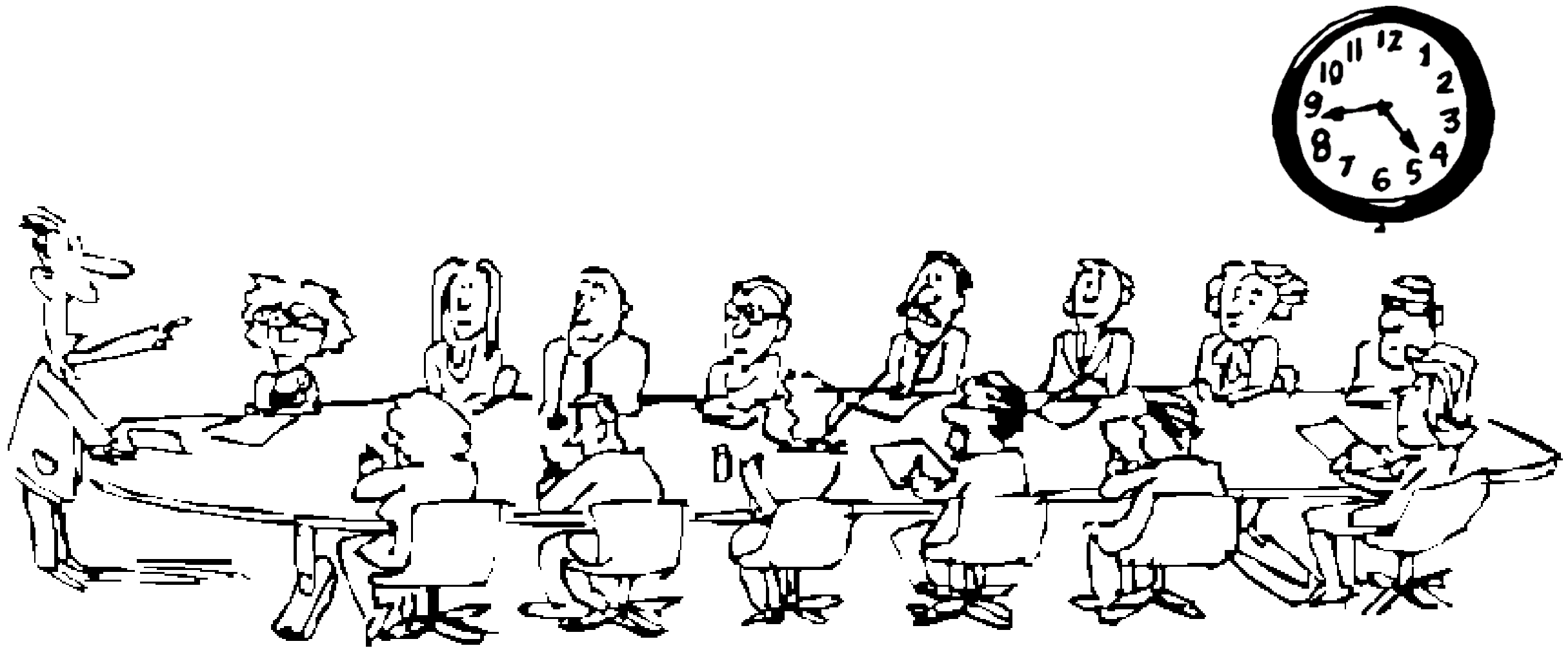
Why do they need to know and do it?

How do they need to know and do it?

ASK THE RIGHT PEOPLE

Get all the stakeholders together to brainstorm

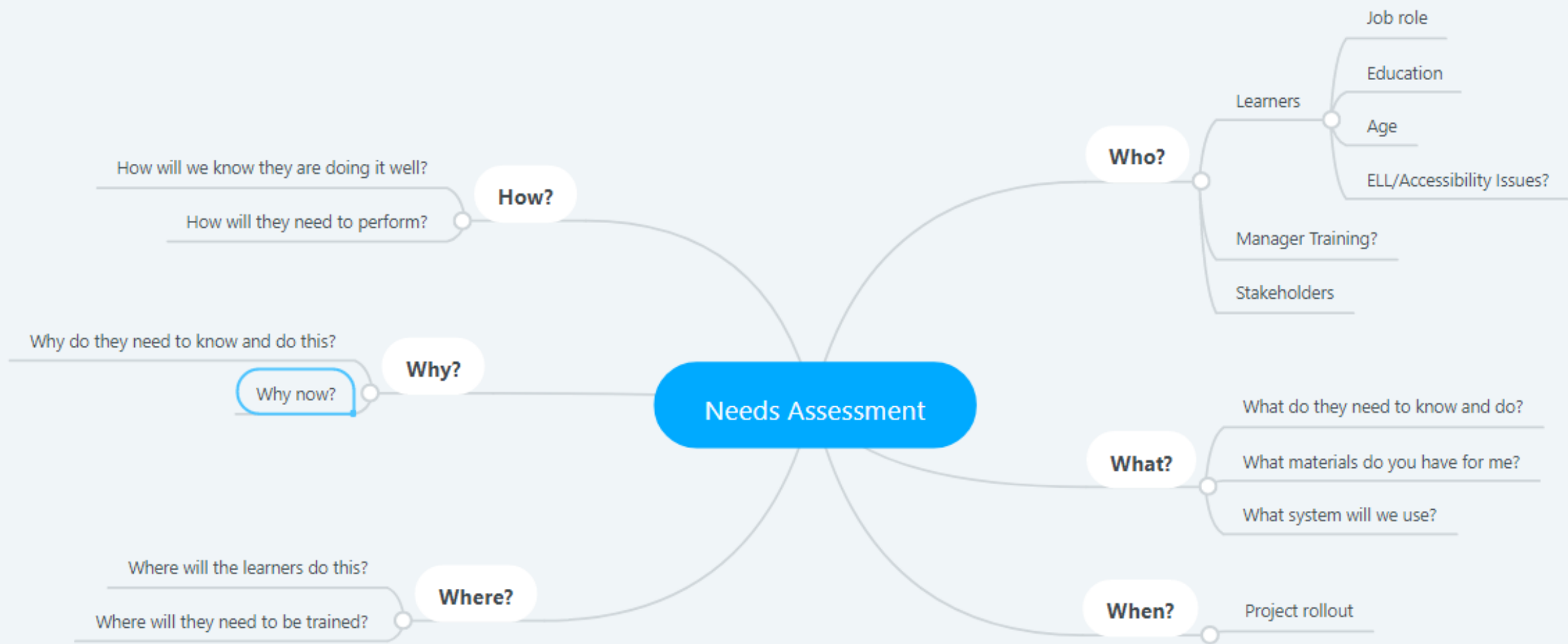




BOOK A ONE-HOUR MEETING

Get it done!

Ask questions during the kickoff meeting



WHO?



- ...needs the training?
 - Job role
 - Education
 - Age
 - ESL/Accessibility issues?
 - Manager training?
- ...are the stakeholders?
- ...makes the final decisions?

WHAT?



- ...do they need to know and do?
- ...background do they have?
- ...materials do you have for me?
- ...system will we use?

WHEN?



- ...will they use this in their workday?
- ...do they need to know and do this by?

WHERE?

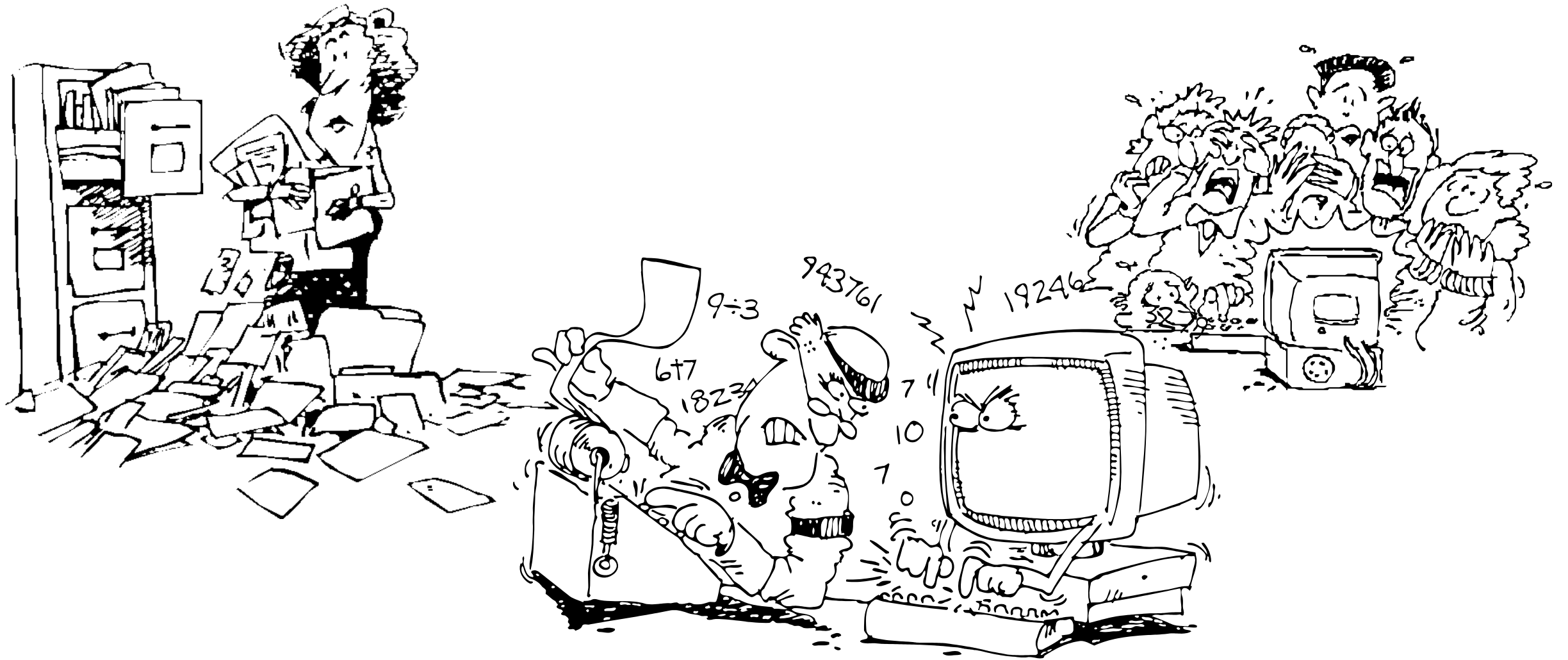


- ...do they need to know and do this?

WHY?



- ...do they need to know and do this?
- ... now?



WHY gets to the business problem

HOW?

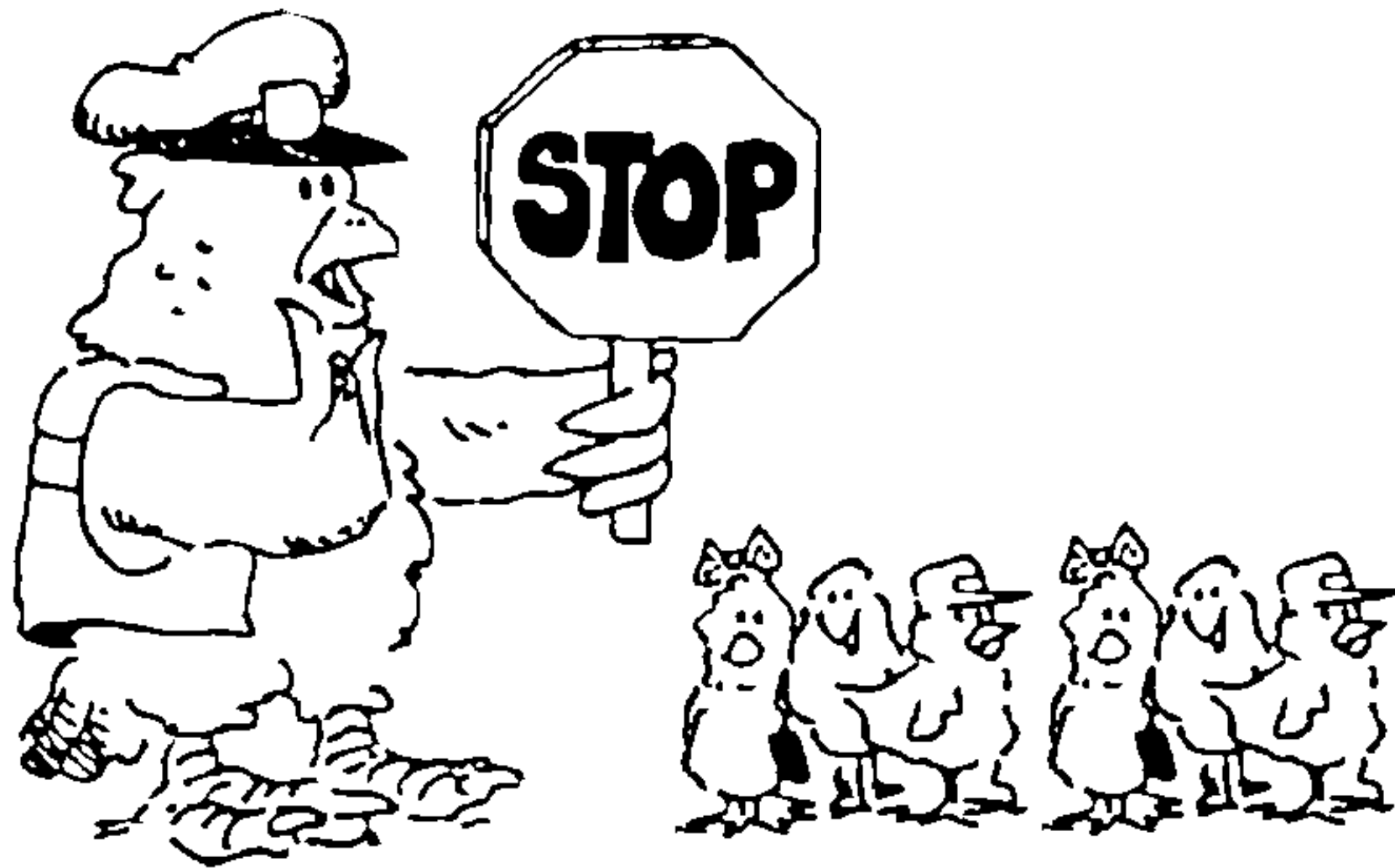


- ...will we know that they know and can do this?
- ...well do they need to know and do this?

How Proficient Must They Be?



NOW WE TIE
IT ALL
TOGETEHER



Before you leave
DOCUMENT



BUSINESS GOAL

WHY you are doing this

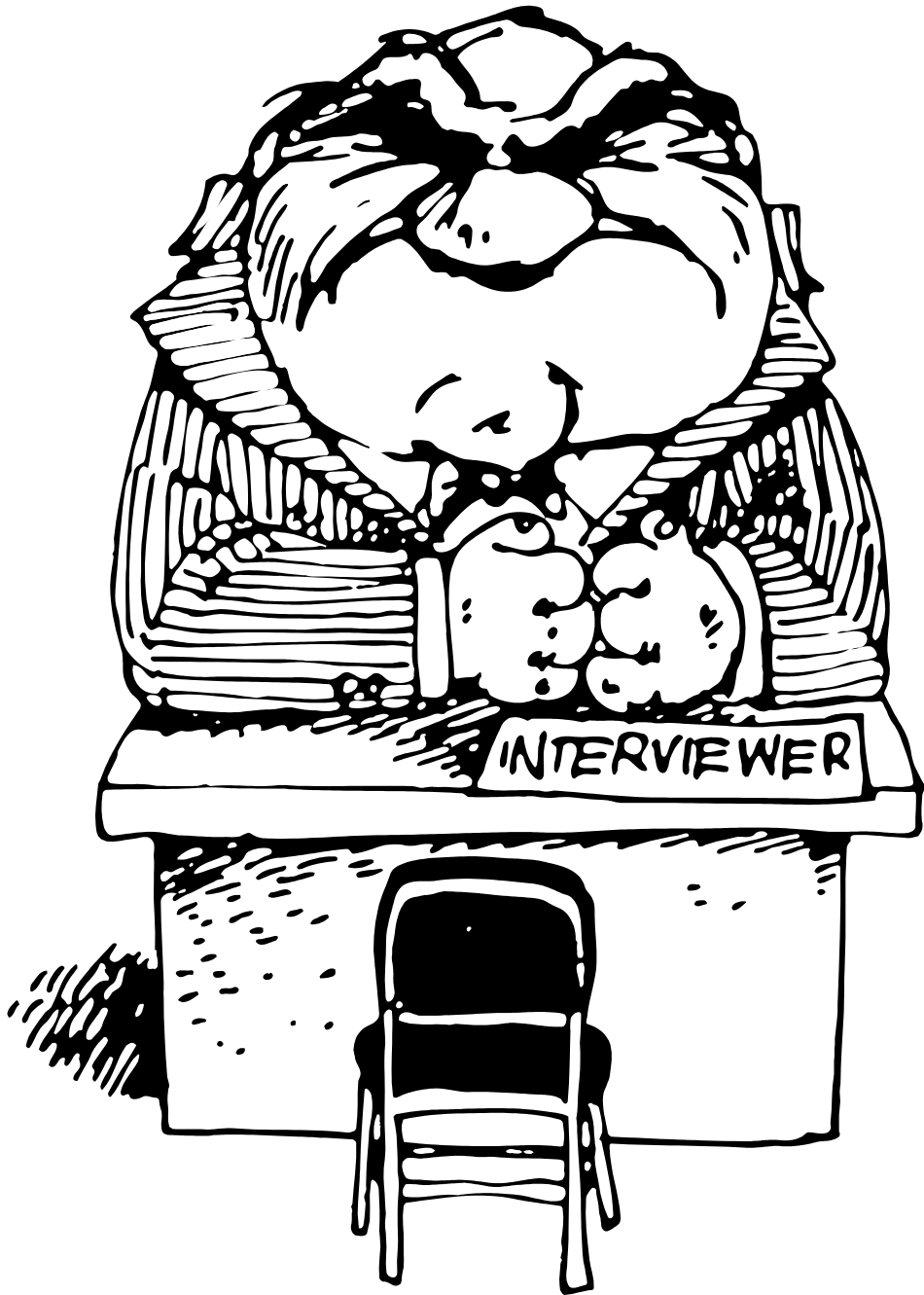
COURSE GOAL

What the learner should know and be able to do

SUMMARIZE

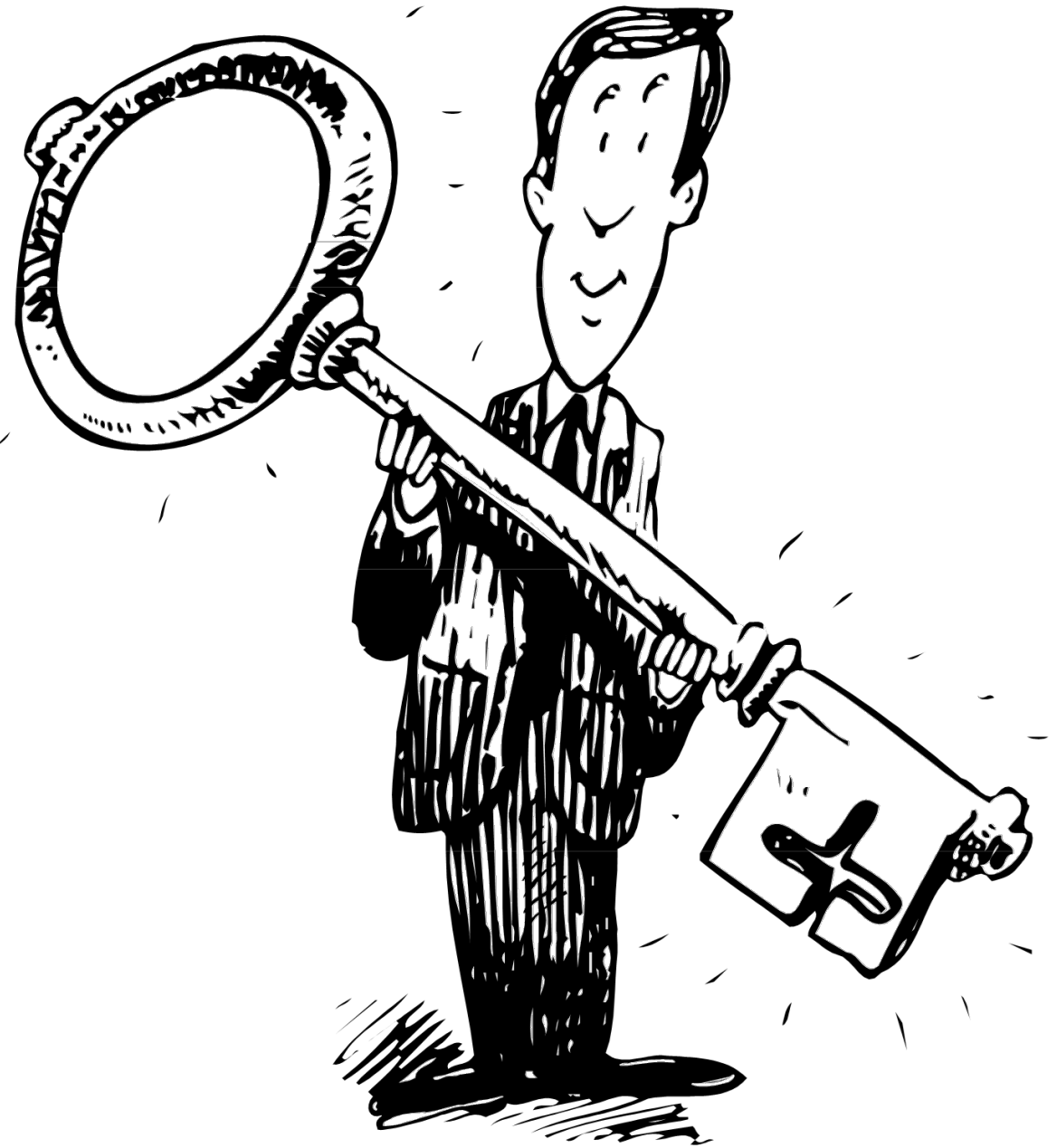
STATE THE PROBLEM IN A SENTENCE

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WHAT IS THE GOAL?

**IN THE END,
WHAT DO YOU WANT
YOUR LEARNER TO
KNOW
AND DO?**

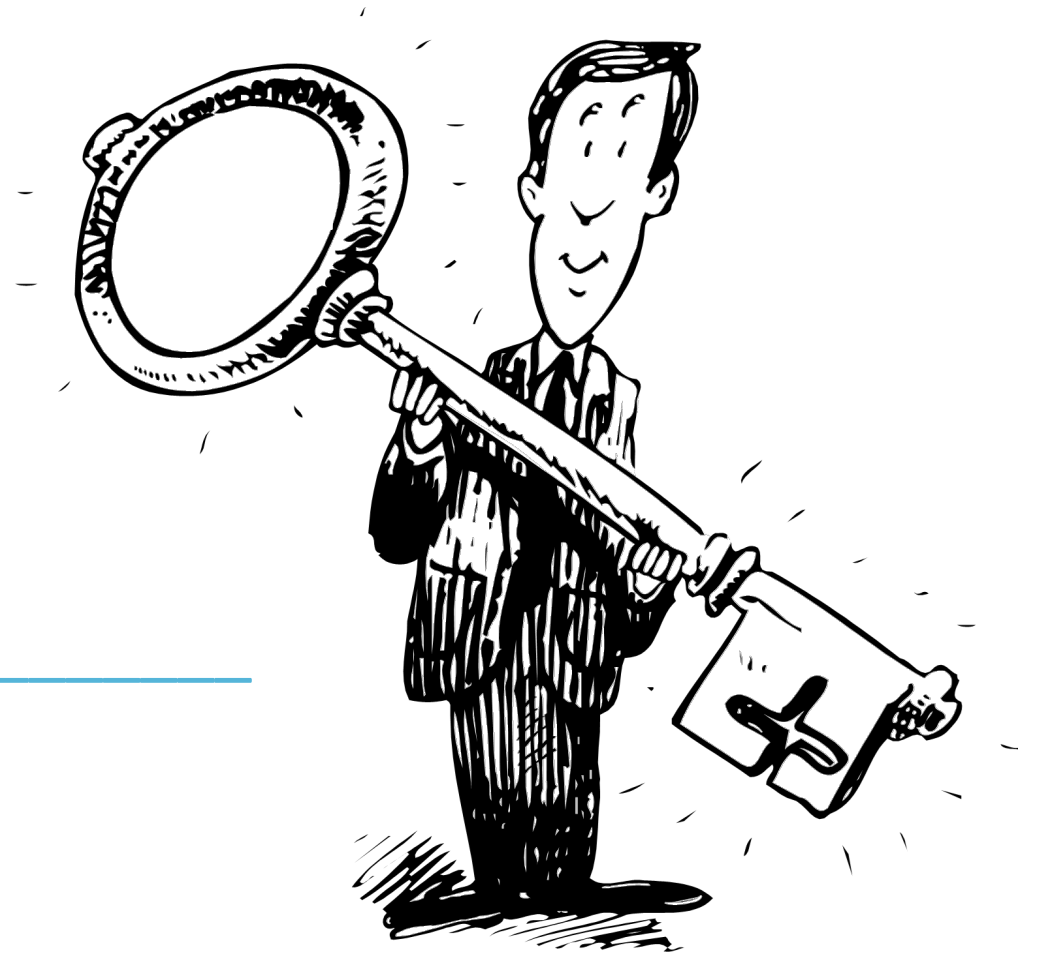


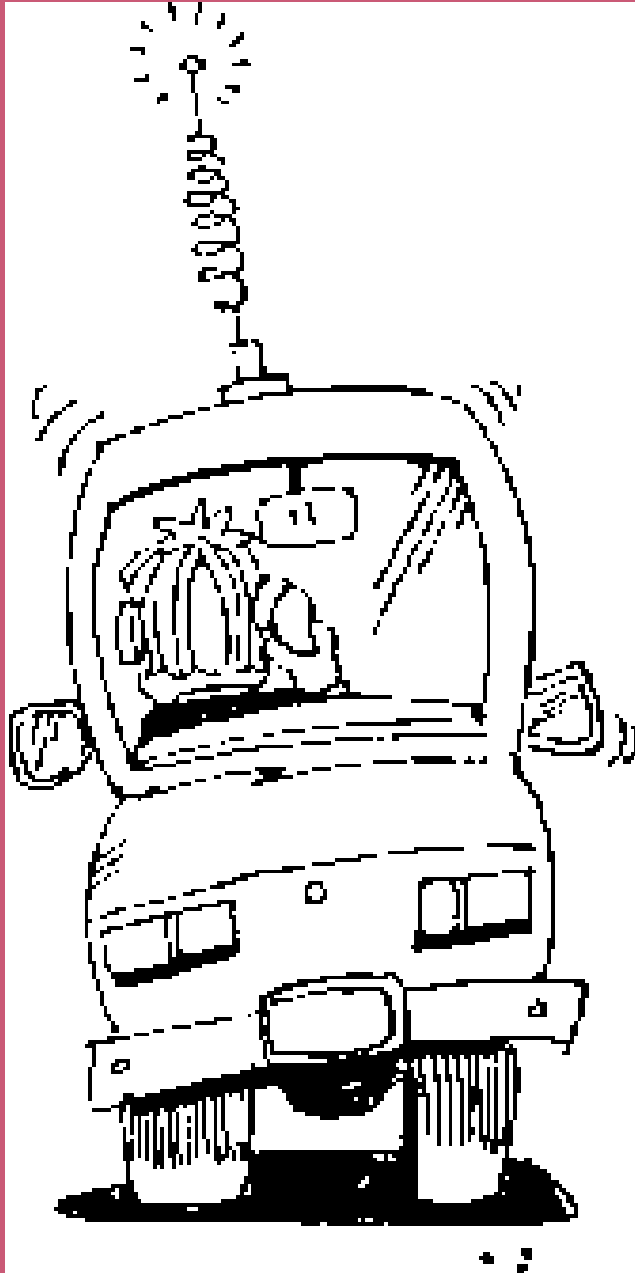
STATE THE GOAL IN A SENTENCE

If the goal cannot be stated in one sentence, it isn't clear enough.

GOAL STATEMENT

In the end, learners should know _____
and be able to (do) _____.





When it's a problem
TAKE A DETOUR

NEW INITIATIVE

New software, updated software, new program

PROBLEM

The learner isn't doing what they are supposed to

WHO?



- ...isn't performing?
 - whole company?
 - whole department?
 - a few people?

WHAT?



- ... is going wrong?
- ...do they need to know and do?
- ...background do they have?
- ...have you tried already?

HOW?



- ...do you know they are doing it wrong?
- Do they know how to do this?
- If their life depended on it could they do it?

WHEN?



- ...does the problem happen?

WHERE?



- ...does the problem happen?

WHY?



- ...does the problem happen?

This uncovers the SME's thinking. PROBE!

The Five Whys

State the problem

Why is that?

Why is that?

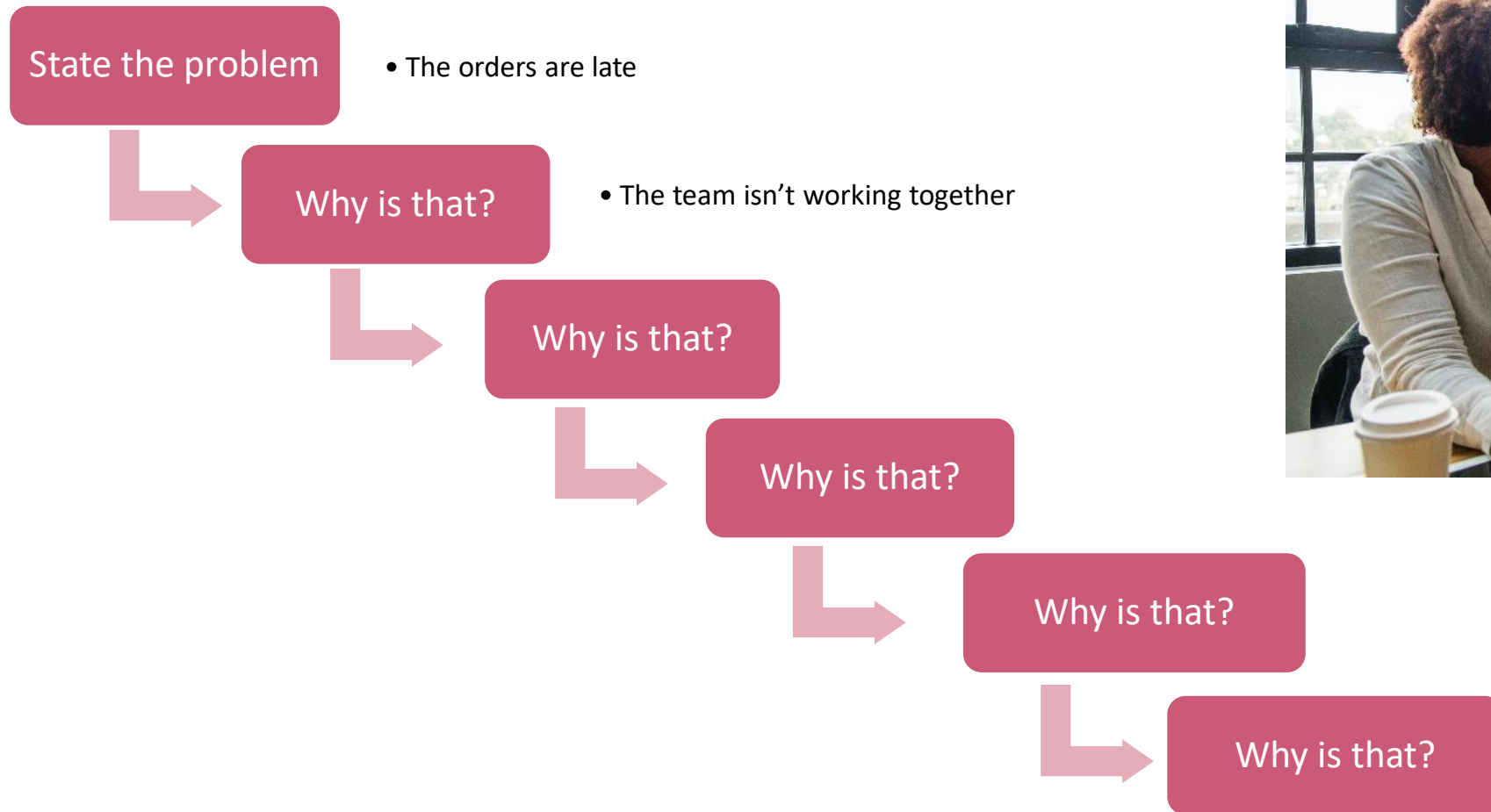
Why is that?

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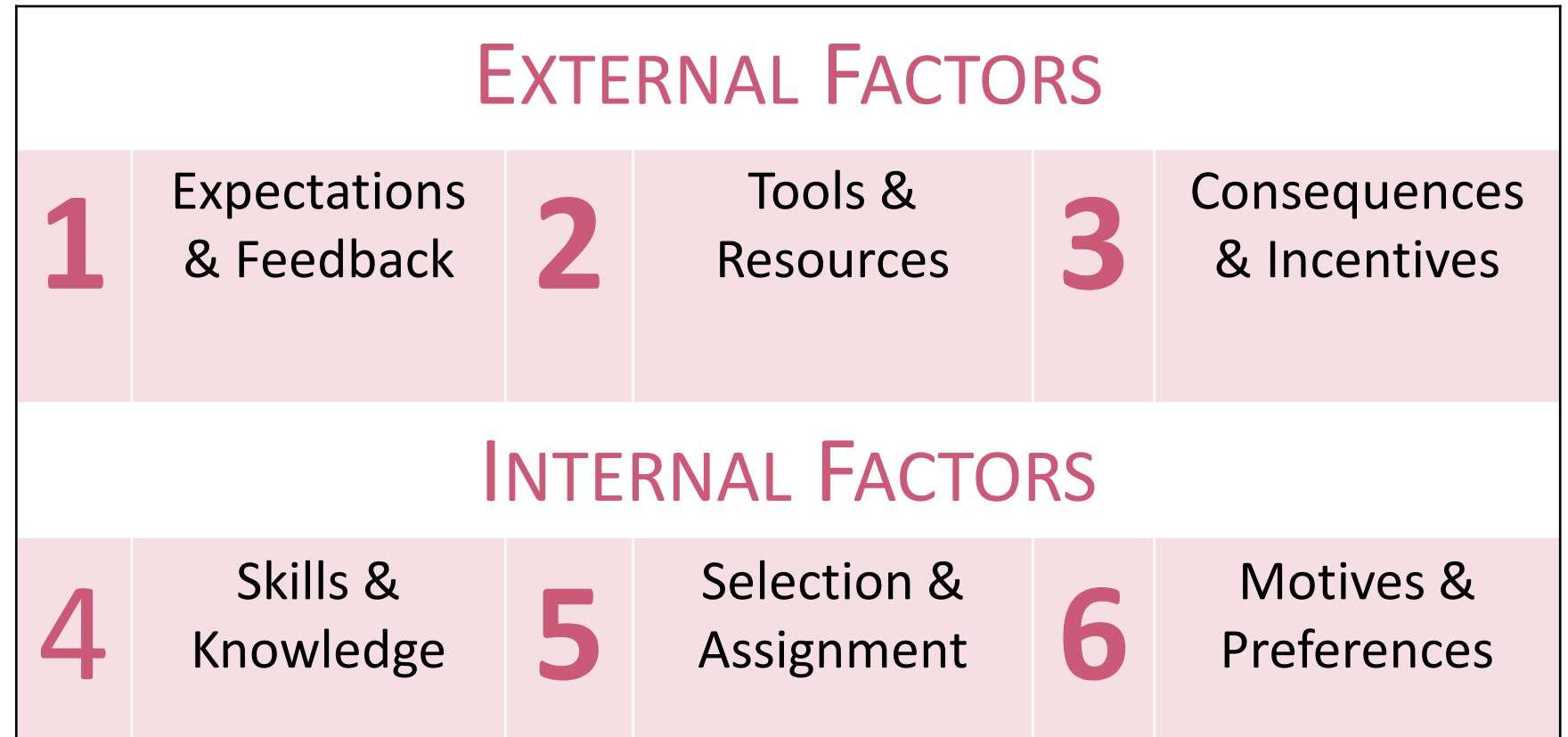
Why is that?



The Five Whys



Examine the Influencing Factors



NEEDS ASSESSMENT

Use the 5Ws and the H to

- Define what's new, wrong or changing
- Understand how it is impacting the business



NEEDS ASSESSMENT

lets you



**STATE THE PROBLEM
IN A SENTENCE**

If the problem cannot be stated in one sentence, it isn't clear enough to fix.

GET TO THE GOAL!

**IN THE END,
WHAT DO YOU WANT
YOUR LEARNER TO
KNOW ?
AND DO ?**



NEEDS ASSESSMENT

HAVE WE MET OUR GOAL?

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