

TRAINING NEEDS ANALYSIS

The Five "W"'s

The success of any training intervention will depend on a great number of variables.

There are five main areas which need to be considered before designing training. These can be addressed by asking the following five questions - the five "W"'s.

Why?

- Identify the purpose to the training.
- Why is it training that's needed?
- Why am I doing it?
- What should students think or do differently by the end of the training?

What?

- Target level of knowledge or skill
- New or refresher training?
- Expectations - client and customers
- Numbers involved
- What are they doing now, and what do you want them to be doing?
- What format should the training take?

Who? Analyse the target audience: i.e. age, level, language ability, prior experience etc.

When? How much time is available for preparation and implementation?
Check that there is sufficient - shout if you haven't got long enough to do a quality job.
What's the best timing for the training; week days, weekend, morning, afternoon, evening? - sometimes you need to go back to the client once you've planned.

Where? Consider resources and constraints i.e. environment; building, room layout, seating patterns, interruptions, temperature and noise.

This information is necessary because it will prevent:-

- over/undertraining
- repetition
- boredom
- confusion