



## Training Needs Assessment Focus Group Outline with Options

**Purpose** of the meeting is to uncover perceptions about training and development needs of a specific target audience in an organization.

**Participants** should be representatives of the target audience, as well as perhaps a session of their managers, customers, direct reports or peers.

Time	Content
10 min.	<p><b>Welcome and Set Up</b></p> <ul style="list-style-type: none"><li>○ Explain the purpose for meeting.</li><li>○ Set up ground rules for gathering information.</li><li>○ Explain who you are and what you do.</li><li>○ Explain what you will be doing with the information that is being shared.</li><li>○ Complete general introductions.</li></ul>
40 min.	<p><b>General Needs Discussion</b></p> <p>Complete open discussion of supervisor success profile.</p> <ul style="list-style-type: none"><li>○ Ask: What are the significant business goals that we are responsible for achieving here as a supervisor? How do these relate to the business strategy?</li><li>○ Ask: What does it take to be successful as a supervisor here?</li><li>○ Collect data on a chart. If desired, build three charts: (1) "Skills, Knowledge, Ability" (2) "Tools" (3) "Organizational Support".</li><li>○ Ask: How are supervisors seen by their managers? Direct reports? Peers?</li></ul> <p>Discuss past experience with training (+/-).</p> <ul style="list-style-type: none"><li>○ Pair up and make list.</li><li>○ Report back to group and capture on a flipchart.</li><li>○ Ask: In an ideal world, how would training be conducted? Where? When? Who would do it? How would we track success?</li><li>○ Post responses after capturing on a flipchart.</li></ul>

Discuss how best to fit training into overall culture.

- Ask: What advice would you give to a new comer about how we learn best at this organization?
- Collect responses on a chart.

Optional: Conduct word association on topics (gathered or created ahead of time)

- Post topics on flipcharts around the room.
- Ask participants to mill around and make comments on those charts of interest to them.
- Prioritize list of topics by asking for a “show of fingers” of which are most important.

10 min. **Current State Identification**

Complete facilitated session on current state.

- Ask: Looking at our success profile (or business goals), where do other supervisors seem to be needing the most support? How do we know (get them to provide evidence or examples)?
- Capture on a flipchart.

10 min. **Close**

- Final thoughts? Anything we missed that would be important to know?
- Contact information for facilitator.
- Reminder of how the information will be used.
- Thank and close.

**Follow up:**

Collect flipcharts and type up the responses. Compile into a report of findings and forward to the “sponsor” as described at the start of the focus group session.