# TRAINING NEEDS ANALYSIS

Training Need Analysis (TNA) is the process of identifying the gap between employee training and needs of training.

Training needs analysis is the first stage in the training process and involves a series of steps that reveal whether training will help to solve problem which has been identified.

Training can be described as "the acquisition of skills, concepts or attitudes that result in improved performance within the job environment".

Training needs analysis looks at each side of operational area of job so that the concepts and attitudes of the human elements of a system can be effectively identified and appropriate training can be specified.
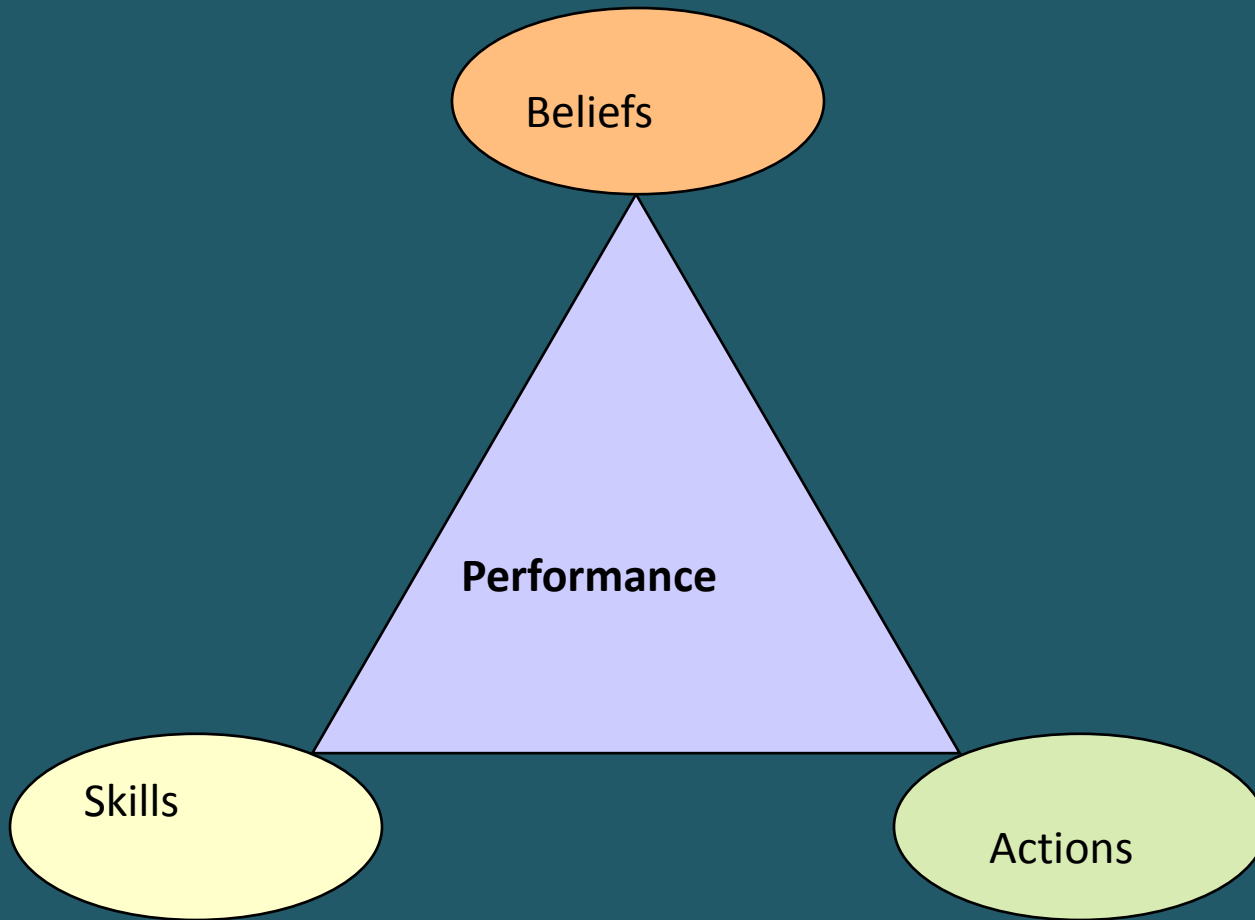
What is SWOT?

- **SWOT** stands for **S**trengths, **W**eaknesses, **O**pportunities, and **T**hreats.

- Strengths & Weaknesses = *INTERNAL* factors

- Opportunities & Threats = *EXTERNAL* factors

Which one is a STRENGTH for McDonald's?

A—Unhealthy food

B—Lawsuits against McDonald's

C—The idea to add home meal delivery

D—Having the largest fast food market share in the world

Answer:

D

A SWOT weakness could be:

- Lack of marketing (or other) expertise
- Undifferentiated products or services (i.e. in relation to your competitors)
- Location of your business
- Poor quality goods or services
- Price that is too high
- Damaged reputation

Which one is a WEAKNESS for McDonald's?

A—High employee turnover

B—Lawsuits against McDonald's

C—$2 million advertising budget

D—Changing customer habits and new customer groups

Answer:

A SWOT opportunity could be:

- A developing market such as the Internet
- Mergers, joint ventures or strategic alliances
- Moving into new market segments that offer improved profits
- A new international market
- A market vacated by an ineffective competitor
- Technology

Which one is an OPPORTUNITY for McDonald's?

A—Local fast food restaurant chains

B—The idea to add home meal delivery

C—Existing partnerships with many big brand names

D—Negative publicity

Answer:

B

A SWOT threat could be:

- A new competitor in your home market
- Price wars with competitors
- A competitor has a new, innovative product or service
- Competitors with superior access to channels of distribution
- Taxation is introduced on your product or service
- Changes in technology
- Weather
- Regulation & deregulation

Which one is a THREAT for McDonald's?

A—An unhealthy food menu

B—Brand recognition valued at $40 billion

C—Creating new menu items for changing customer habits and new customer groups

D—Trend towards healthy eating

Answer:

D

Simple Rules for a Successful SWOT Analysis

- Be realistic about the strengths and weaknesses of your organization.

- It should distinguish between where your organization is today, and where it could be in the future.

- Be specific--avoid grey areas.

- Always apply SWOT in relation to your competition (i.e. better than or worse than your competition).

- KISS! Keep it short and simple ☺--avoid complexity and over analysis

- SWOT analysis is subjective.
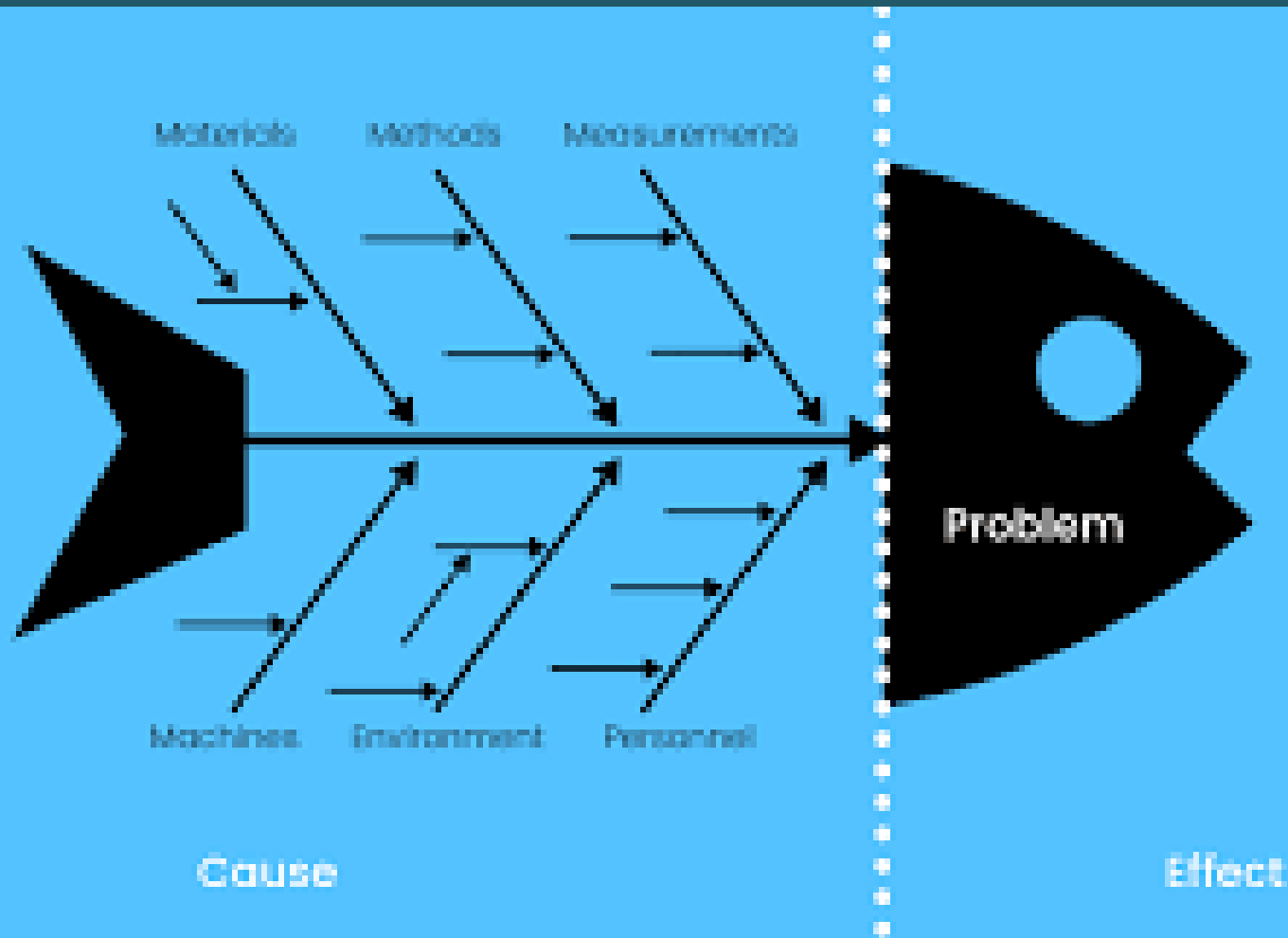
A **fishbon**e **diagram**, also called a cause and effect **diagram** or Ishikawa **diagram**, is a visualization tool for categorizing the potential causes of a problem in order to identify its root causes.

How it work……………

A cause and effect **diagram**, often called a "**fishbone**" **diagram**, can help in brainstorming to identify possible causes of a problem and in sorting ideas into useful categories.

A **fishbone diagram** is a visual way to look at cause and effect. … The problem or effect is displayed at the head or mouth of the fish.

Importance………………………

- The **fishbone diagram**: An **essential** visual tool for problem solving. **Fishbone diagrams**, also known as cause and effect or Ishikawa **diagrams**, are useful for determining the root cause of a problem or challenge. Common uses of this type of **diagram** are for product development and quality improvement.
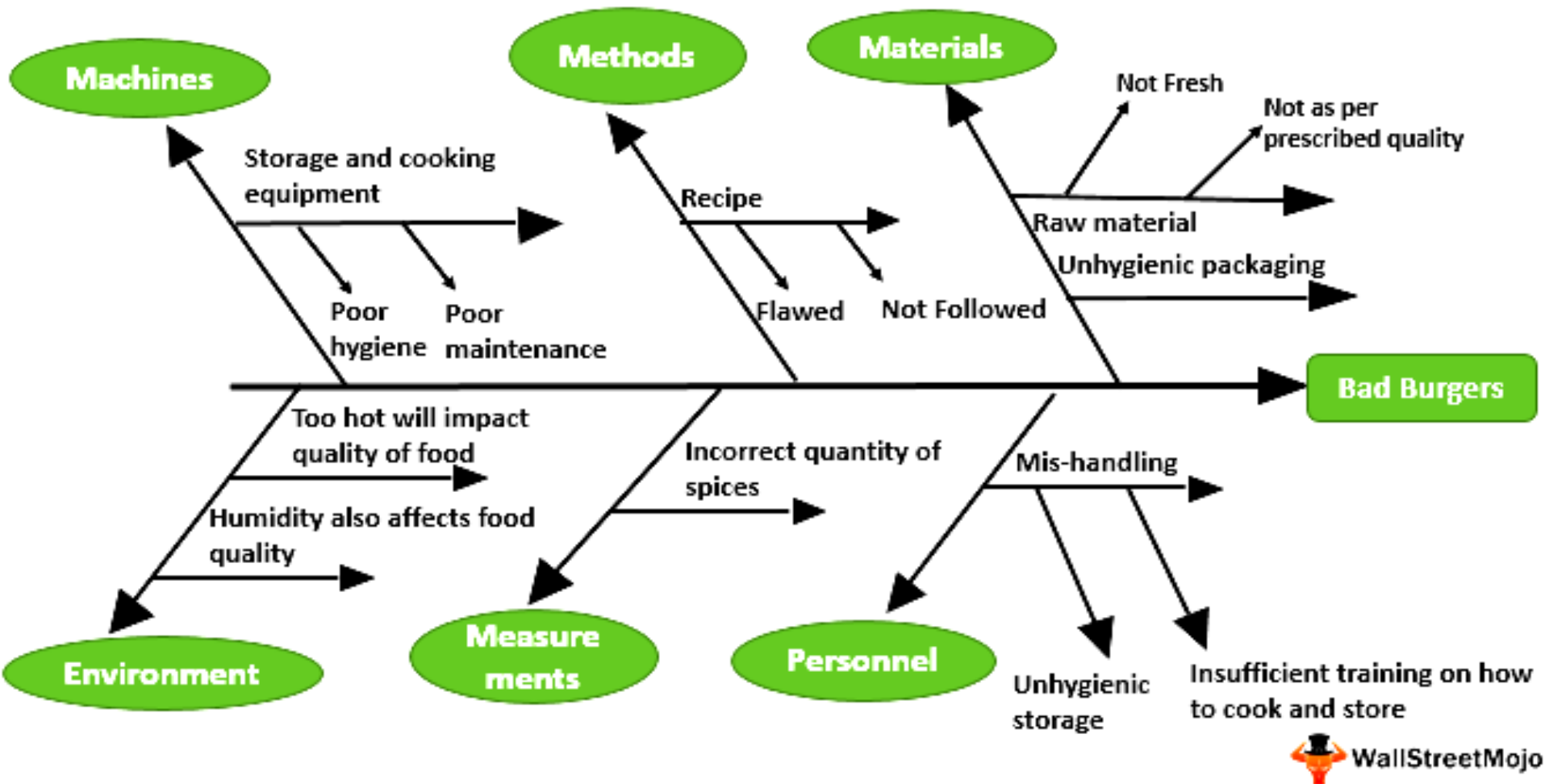
Problem Solving................

- **Fishbone** Diagrams which are also referred to as cause and effect diagrams, are a **problem solving** and fault finding tool which facilitates the thought process in dissecting an issue or **problem** into a standard four contributing sources from which users than think of possible causes of the **problem**.

Use of fish bone……………

- This tool is most effective when used in a team or group setting.

- To create a Fishbone Diagram, you can use any of a variety of materials. …

- Write the problem to be solved (the EFFECT) as descriptively as possible on one side of the work space, then draw the "backbone of the fish", as shown below.
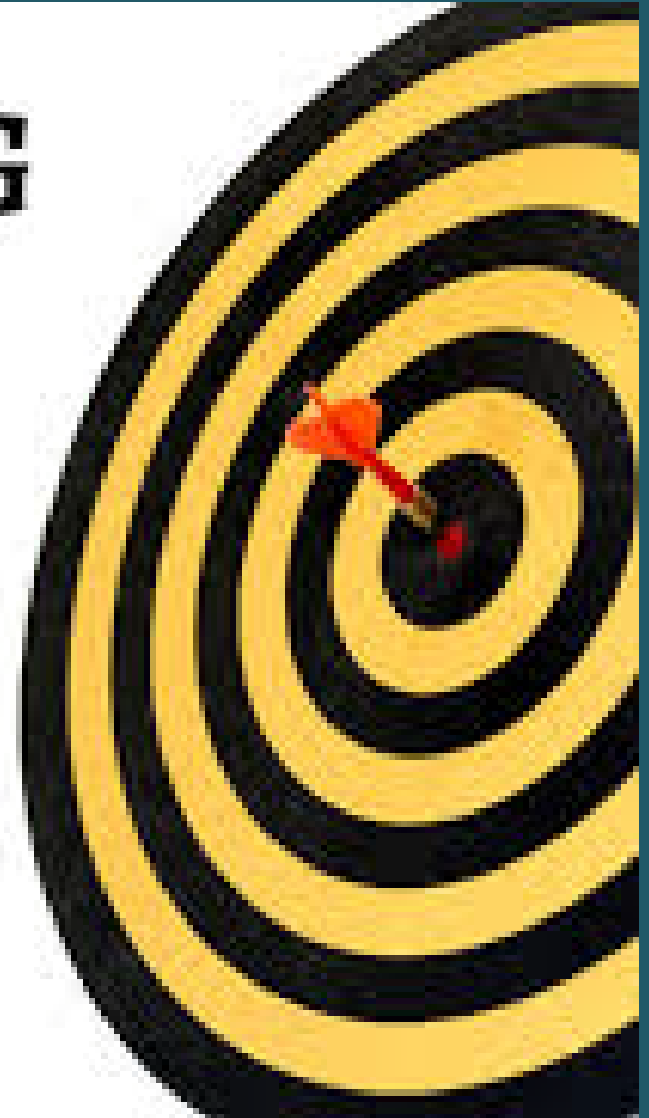
Fishbone Diagram

Machines
Storage and cooking equipment
Poor hygiene
Poor maintenance

Methods
Recipe
Flawed
Not Followed

Materials
Not Fresh
Not as per prescribed quality
Raw material
Unhygienic packaging

Bad Burgers

Environment
Too hot will impact quality of food
Humidity also affects food quality

Measure ments
Incorrect quantity of spices

Personnel
Mis-handling
Unhygienic storage
Insufficient training on how to cook and store

WallStreetMojo

TARGET SETTING

GOAL SETTING

S	**S**pecific
M	**M**easurable
A	**A**chievable
R	**R**ealistic
T	**T**imely

Target setting mean……………

The **definition** of **goal setting is the** process of identifying something that you want to accomplish and establishing measurable **goals** and timeframes. When you decide on a financial change to save more money and then **set** a certain amount to save each month, this is an example of **goal setting**.

5 smart goals................

- **5 Elements of a SMART Goal**

- SMART is an acronym for the 5 elements of specific, **measurable**, **achievable**, **relevant**, **and time-based** goals. ...

- Great goals are well-defined and focused. ...

- A goal without a measurable outcome is like a sports competition without a scoreboard or scorekeeper.

S
Specific

Do: Set real numbers with real deadlines.

Don't: Say, "I want more visitors."

M
Measurable

Do: Make sure your goal is trackable.

Don't: Hide behind buzzwords like, "brand engagement," or, "social influence."

A
Attainable

Do: Work towards a goal that is challenging, but possible.

Don't: Try to take over the world in one night.

R
Realistic

Do: Be honest with yourself- you know what you and your team are capable of.

Don't: Forget any hurdles you may have to overcome.

T
Time-bound

Do: Give yourself a deadline.

Don't: Keep pushing towards a goal you might hit, "some day."

Sendai Framework

Let's Practice!!

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