



TRAINING NEEDS ANALYSIS

CONFLICT MANAGEMENT & RESOLUTION

Whenever we work with a new client, we perform a 'training needs analysis'. This process allows us to gain an understanding of their business, the sector they work in and any specific challenges they may face.

This process will vary from client to client and depend on a number of different factors; such as the nature of their business and the level of risk faced by their employees. It can be as simple as a phone conversation or as in-depth as a consultancy project; but it usually falls somewhere in-between.

Information we use in order to perform this 'training needs analysis' will vary between different clients and is subject to the level of information the client is comfortable in providing. This may include:

- Copies of incident reports, refusals books, log books, customer complaints forms, etc.
- Police reports and First aid reports
- Employee handbooks, Meeting minutes, Job descriptions and Appraisals
- Company policies, Mission statements, Risk assessments and Relevant management memos
- Meetings with employees (front-line staff from different departments to obtain different perspectives on the challenges faced)
- Meetings with key managers (supervisory level, line managers, health & safety officers etc.)
- Meeting customers (questionnaires, focus groups etc.)
- Employee written statements (these are written statements by employees describing experiences at work where they dealt with aggression and / or violence in the course of their work)

The 'training needs analysis' shapes the services and the course learning outcomes we deliver. Should the 'training needs analysis' identify any significant findings, then we produce a written report for the client.

In order to meet our service commitment to our clients, we consistently review and improve all our training and services. This is done through a combination of maintaining the consistency of the trainers we use (so clients do not get a different trainer each time they hold a course), debriefing our trainers after each course, feedback from clients and via our candidate feedback forms.

The more we know and understand our clients and their business, the more we are able to provide them with relevant, effective and productive services. Effectively the first time we provide a service to a new client we carry out a 'training needs analysis' and this process remains ongoing as long as we retain them as a client.

Much of our training warns candidates against complacency; we actively ensure we are never complacent about improving our services, training and the level of service we provide our clients.

Beyond The Blue Ltd.

Consultancy, Training & Event Management
92 Vegal Crescent, Englefield Green, Surrey, TW20 0QF
0845 602 55 95
info@btbl.co.uk
www.btbl.co.uk

©Beyond The Blue Ltd. 2008