Instructions for conducting a Workplace Needs Analysis

The purpose of a needs analysis is to:
- identify specific Essential Skills gaps and needs of your organization
- identify priority areas for action
- identify a range of activities
- create support and buy-in from employees – this is critical for success

Why do a needs analysis?
- It will help guide your decisions. When you consult a cross-section of employees, you get a full, more accurate picture of needs and concerns.
- You will learn how effective various activities might be for identified needs.
- Results from a needs analysis provide a good business case to commit enough money and time to respond to identified needs.

Do not skip this step.

If you have not done so already, it may be a good idea to contact an Essential Skills advisor. They can answer any question you might have. They are also a good resource for implementing actions you choose to undertake. See list of local resources and questions to ask an advisor.

Note: A needs analysis is not an assessment of any one individual's needs or skill level. Survey results must be confidential.

In this section you will find:

- Managers/Supervisory Survey
- Dispatcher Survey
- Professional Driver Survey
- How to use survey results

Helpful Tips before distributing surveys

1. Talk up the idea of improving workplace practices and procedures and building the skills of employees before discussing or distributing surveys (e.g. newsletters, staff meetings).

2. Emphasize the importance of employees' input for guiding next steps.

3. Tell employees why you are asking them to complete the surveys and that results are confidential. There are no right or wrong answers.

Instructions

1. Select the employees to complete the survey (e.g. a cross-section of employees from management, dispatch and professional drivers).

2. Give the survey to the selected employees and set a deadline for its return.

3. Collect the completed forms (have a drop-off location to submit responses anonymously).

4. Refer to the "How to use survey results"

5. Complete "Survey Results Worksheet".

6. Share survey results with employees.

7. Decide priority areas and strategies (see Strategies for Improving Performance)

8. Seek employees' input about ideas/ways to respond to identified issues.