Worksheet for analyzing survey results

Please note: the needs analysis is designed to help you identify specific skills gaps, priority areas for improvement and ideas for action. The results will help guide your decisions; the results are subjective and should be considered within the context of your organization.

Instructions

- Collect all completed surveys before reviewing responses.

- Record broad trends for each part of the survey.

- Record similarities and differences in various groups' perceptions of key issues, priorities and possible solutions.

- Note the frequency of responses for different issues, e.g. skills gaps and solutions.

- Summarize responses. (Your summary should reflect, as clearly and honestly as possible, the viewpoints of respondents, but not your own interpretations of the data).

- Share survey results (focus on the positives and ideas for action) with employees (e.g. newsletters, staff meetings).

- Seek commitment from employees to support and participate.

- Once you have an idea of priority areas and ideas for action refer to the Take Action page. It provides guidance and tools for implementing various strategies.

Understanding the Results

The surveys are divided into 4 parts:

Part 1: Results provide a snapshot of perceptions and participation in current training offerings at your workplace.

Part2: Results identify specific areas of difficulty for professional drivers and priority areas for action.

Part 3: Results identify ideas for action

Part 4: Impact of Essential Skills (managers and supervisors only)

Part 1: Training offerings

- If many respondents did not list training, this indicates an opportunity to provide training and learning opportunities for professional drivers and develop a learning culture within your organization.

- If many respondents indicate training did not meet goals and had suggestions for improvements you may consider building suggestions and Essential Skills into other workplace training.

- Professional drivers' responses to training can reveal attitudes towards training and preferences to various training techniques.

Part 2: Skills Strengths and areas requiring attention

- If many respondents checked off the same tasks as being difficult this can indicate a skills area requiring attention.

- If responses indicate documents such as charts, tables and inspection checklists, etc. are difficult, this may be a priority area for action.

  There are several activities you might consider, such as: revise documents, create samples and build time into training to review documents.

- If responses indicate math and calculating are difficult, this may be a priority area for action.

  There are several activities you might consider, such as: review of math operations during training, math cheat sheets and training to improve math skills.

- If responses indicate certain reading tasks are difficult, this may be a priority area for action.

  There are several activities you might consider, such as: build time into training to review complex materials such as regulations and manuals, create instruction sheets for tasks and training to improve reading skills.

Part 3: Ideas for action

- If responses indicate that workplace changes have affected professional drivers, look for similarities in how it has affected them. Consider responses when selecting priority actions and the workplace activities to focus on.

- If responses indicate similarities in ideas for action, you might consider selecting these as your priority actions. They appear to be of greatest interest and therefore are most likely to be supported and successful. This is an important part of building Essential Skills into your workplace.

- If many respondents indicated additional training would be beneficial for professional drivers you might consider this a priority. Look for trends in suggested training and preferred training techniques. Contact a local Essential Skills advisor to discuss resources available in your area.

- If responses indicated an interest in being involved in future activities, provide opportunities for this to happen. Share survey results (focus on ideas for action), ask for

volunteers to help implement activities, develop resources, etc. Keep employees informed about actions.

Part 4: Impact of Essential Skills

- Responses can help build a business case for Essential Skills.

- It creates awareness for supervisors and managers about the role and impact of Essential Skills.

- Look for similarities in areas of cost and positive impact. Reference these when speaking to supervisors and managers to help garner support for activities.

- If responses indicate a particular area of cost as a concern, consider this when selecting priority actions and the work activities to focus on.

- Use responses in this part to develop a baseline for areas of improvement (goals) and to evaluate the effectiveness of Essential Skills strategies.

Workplace Needs Analysis: Survey Results Worksheet

Use this worksheet to record responses, identify trends and possible actions.

Questions	Manager/Supervisors Responses	Dispatcher Responses	Professional Driver Responses
Part 1: Training Offerings			
1. What training have you had?			
2. How was the training provided?			
3. Did the training meet needs? Improvements?			
4. Learning preference?			
Part 2: Skills Strengths and areas requiring attention			
Areas of difficulty:			
reading emails and/or memos			
reading handbooks			
reading manuals			
reading regulations			
completing workplace checklists			
using various charts and tables TDG etc.)			
completing schedules or log books			

completing driver's log, weekly pay sheets, etc.			
calculations			
calculating and recording expenses and time			
taking measurements and calculating using formulas			
completing estimations			
Part 3: Ideas for action			
1. Recent changes and impact			
2. What resources, activities or training would be helpful?			
3. What additional training would you suggest?			
4. What would make training easier to attend?			
5. Are you interested in being involved?			
Part 4: Impact of Essential Skills (managers/supervisor only)			
1. Two areas that represent the greatest costs when Essential Skills might be an issue			
2. Areas where building Essential Skills into			

workplace would have a positive impact			

Trends:

Ideas for Action: