

Identification of Needs Training and Selection

The Training Needs Diagnosis (TND) is the process that guides the structuring and development of plans and programs for the establishment and strengthening of knowledge, skills or attitudes in the participants of an organization, in order to contribute to the achievement of the objectives of the same.

It is the specific study that is carried out in each position, to establish the difference between the levels of performance that must be achieved and the actual individual performance of the personnel; as long as such discrepancy is related to knowledge, abilities, skills and attitudes.

Techniques to detect training needs

- **Survey**, which consists of collecting information by applying a previously designed questionnaire in which the answers are given in writing.
- **Interview**, which consists of gathering information through a dialogue between the interviewer and the employee. It is common to also interview the employee's direct boss to ask him what he thinks his subordinates should be trained in.
- **Observation**, which consists of observing behavior at work to compare it with the expected pattern and thus detect deficiencies that indicate the need for training.

Keys to detect training needs.

1. Set the objectives or expected results

Before anything else, the first step is to define what results you want to achieve. These may vary depending on the needs and deficiencies that you find after the performance evaluations, as well as on the business strategy that has been established.

2. Define the competencies that need to be developed

Not all your collaborators have the same skills and aptitudes. But, by having a tool that gives you a global vision of your company, you can have greater traceability to prioritize those training processes that correspond to the highest levels of urgency.

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In this way, you can direct all the efforts and resources of the company to develop the required skills and define what type of training, training and development methods or techniques are the most appropriate.

3. Boost individual skills

In addition to prioritizing the global skills of the work teams, it is also of great importance to focus on the development of the individual skills of each employee. The performance of each collaborator is key to achieving the common objectives.

4. Application interviews, surveys, tests to assess skills

One of the main sources of information for detecting training needs are your own employees. Although you can obtain relevant data with historical performance data, you also have to consider that each collaborator is unique.

With individual evaluations you can get to know your employees in depth, for example, through interviews, surveys and/or tests, where they themselves help you collect information about their performance.

5. Determine the training program

The company must analyze and decide which is the best program to train its employees. This allows the establishment and strengthening of knowledge and skills for staff.

In a training program it is vital to find one or several methodologies that are well structured and taught, since it is important to know how to communicate and teach employees in the most effective way possible.

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Reference:

(2017) Detección de Necesidades de Capacitación

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<https://www.qualitymas.cl/dinamicos/documentos/deteccion-de-necesidades-de-capacitacion-1530549916.pdf>

(2022) COFIDE

Detección de necesidades de capacitación a los colaboradores

<https://www.cofide.mx/blog/deteccion-de-necesidades-de-capacitacion-a-los-colaboradores>

(2020) GDM

Claves en la detección de necesidades de capacitación

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<https://blog.gdm.com.mx/blog/claves-en-la-deteccion-de-necesidades-de-capacitacion>