



Training Needs Assessment Focus Group Outline with Options

Purpose of the meeting is to uncover perceptions about training and development needs of a specific target audience in an organization.

Participants should be representatives of the target audience, as well as perhaps a session of their managers, customers, direct reports or peers.

Time	Content
10 min.	Welcome and Set Up ○ Explain the purpose for meeting. ○ Set up ground rules for gathering information. ○ Explain who you are and what you do. ○ Explain what you will be doing with the information that is being shared. ○ Complete general introductions.
40 min.	General Needs Discussion Complete open discussion of supervisor success profile. ○ Ask: What are the significant business goals that we are responsible for achieving here as a supervisor? How do these relate to the business strategy? ○ Ask: What does it take to be successful as a supervisor here? ○ Collect data on a chart. If desired, build three charts: (1) "Skills, Knowledge, Ability" (2) "Tools" (3) "Organizational Support". ○ Ask: How are supervisors seen by their managers? Direct reports? Peers? Discuss past experience with training (+/-). ○ Pair up and make list. ○ Report back to group and capture on a flipchart. ○ Ask: In an ideal world, how would training be conducted? Where? When? Who would do it? How would we track success? ○ Post responses after capturing on a flipchart.

Discuss how best to fit training into overall culture.

- Ask: What advice would you give to a new comer about how we learn best at this organization?
- Collect responses on a chart.

Optional: Conduct word association on topics (gathered or created ahead of time)

- Post topics on flipcharts around the room.
- Ask participants to mill around and make comments on those charts of interest to them.
- Prioritize list of topics by asking for a “show of fingers” of which are most important.

10 min. **Current State Identification**

Complete facilitated session on current state.

- Ask: Looking at our success profile (or business goals), where do other supervisors seem to be needing the most support? How do we know (get them to provide evidence or examples)?
- Capture on a flipchart.

10 min. **Close**

- Final thoughts? Anything we missed that would be important to know?
- Contact information for facilitator.
- Reminder of how the information will be used.
- Thank and close.

Follow up:

Collect flipcharts and type up the responses. Compile into a report of findings and forward to the “sponsor” as described at the start of the focus group session.