Training and performance support needs questionnaire

Question – overall approach	Answer
What types of training have been most effective in the past?	
What types of training have not been effective in the past?	
What steps can be taken to speed up the development of the training material?	
What is the best way to rapidly edit training material to account for any changes?	
How do you ensure that you are documenting and teaching systems and transactions within the context of your business processes?	
What can you do to gather training feedback from employees and adjust the training expediently?	
What are the criteria for deciding whether instructor-led training, virtual-instructor-led training, e-learning or on-the-job training is required?	
What types of training material will be created?	
What is the standard set of training materials for each type of training: instructor-led, virtual-instructor-led, e-learning and on-the-job?	
What are the criteria for determining the length of the training?	

Question – guiding principles	Answer
Which employees need to be trained?	
How much resistance have you encountered during past system implementations?	
What is the best way for you to ensure that you have training support after you launch the business?	
What can you do to ensure the sustainability of the training materials?	
What can you do to ensure that employees can continue to be trained after the business has launched?	
How do you ensure that the training your employees are receiving is as realistic and hands-on as possible?	
How do you ensure the trainers are sufficiently knowledgeable about the business and training needs?	
What steps can you take to help employees retain what they learned in class?	
How can you encourage employees to continue learning after they have finished their training?	

What is the best way to deliver just-in-time training?	
Are there any existing training standards you should be aware of?	
Are there any existing templates you could use?	
What can you do to minimise disruption to your business during employee training?	
How do you follow up in order to ensure that the trained employees are now ready to take on their roles in your business?	
How do you identify employees who are not confident in their ability to perform their roles in your business?	
What follow-up training should be offered to those employees who do not feel ready to take on their roles?	