

Training Needs Analysis and Performance Diagnosis Course

14 – 18 June 2027
Milan

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Ref: 428_134635 **Date:** 14 – 18 June 2027 **Location:** Milan **Fees:** 5700 Euro

Overview

Training Needs Analysis and Performance Diagnosis Course is a one-week professional course for learning, HR, workforce development, management, and training coordination teams, who leave with a Training Needs Analysis Report. Participants diagnose performance gaps, collect evidence at organization, role, and individual levels, distinguish learning needs from other causes, prioritize responses, and align measures. Agile Leaders Training Center delivers this training needs analysis course.

Who Should Attend

- Teams responsible for learning and workforce development priorities
- HR functions responsible for performance and capability evidence
- Managers responsible for diagnosing team performance gaps
- Training coordinators responsible for demand intake and planning
- Quality and operations teams contributing performance data

The course assumes participants work with performance or development requests and leaves out competency-framework design and training delivery skills.

Departments and Industries

The course supports functions that make evidence-based development decisions across sectors.

- Human resources and learning development
- Operations, quality, and customer service
- Healthcare, education, and public services
- Manufacturing, logistics, and professional services
- Technology, finance, and shared services

Learning Objectives

By the end of this course, participants will be able to:

- Apply a structured training-request intake process
- Analyze organization, role, and individual performance evidence
- Build interviews, surveys, observation, and document-review tools
- Diagnose learning and nonlearning root causes
- Prioritize needs using impact and evidence criteria
- Create a needs report linked to objectives and evaluation measures

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Course Agenda

Day 1: Business Need and Performance Gap

- Training Request Intake Brief
- Current-to-Required Performance Gap Map
- Business Outcome and Stakeholder Map
- Learning versus Nonlearning Decision Tree
- Training Needs Analysis Scope Statement

Day 2: Levels and Evidence

- Organization-Level Evidence Matrix
- Role and Task Analysis Worksheet
- Individual Performance Evidence Profile
- Competency Evidence Crosswalk
- Evidence Quality and Triangulation Checklist

Day 3: Data Collection and Diagnosis

- Stakeholder Interview Guide
- Training Needs Survey Design
- Work Observation Record
- Document and Performance Data Review
- Root-Cause Screening Matrix

Day 4: Priorities and Recommendations

- Training Need Validation Criteria
- Impact-Urgency-Population Prioritization Matrix
- Learning Response Option Map
- Nontraining Action Referral Register
- Evaluation Measure Alignment Table

Day 5: Analysis Practice and Report

- Exercise: Performance Gap Challenge
- Exercise: Evidence Triangulation Review
- Exercise: Learning Decision Test
- Exercise: Needs Prioritization Review
- Capstone Training Needs Analysis Report

Practical Exercises

The course includes the following suggested activities:

- Suggested activity: convert a training request into a scoped performance question
- Suggested activity: compare interview, survey, observation, and performance evidence
- Suggested activity: separate learning causes from process, resource, incentive, and management causes
- Suggested activity: produce a prioritized needs matrix and report recommendations

Frequently Asked Questions

Who suits the Training Needs Analysis Course?

It suits learning, HR, management, workforce, and training coordination teams and assumes access to performance or development requests.

How does training needs analysis differ from competency framework design?

Training needs analysis diagnoses specific performance gaps and responses, while competency framework design defines a broader architecture of expected capabilities.

Does training needs analysis determine whether training is required?

Yes. Participants test whether gaps arise from knowledge or skill and refer process, resource, incentive, or management causes to other actions.

Which evidence supports a training needs analysis?

Relevant evidence can include performance data, interviews, surveys, observation, task records, documents, and stakeholder input.

What is the main training needs analysis output?

The main output is a Training Needs Analysis Report with validated gaps, priorities, response recommendations, and evaluation measures.

Conclusion

Participants take back a Training Needs Analysis Report and prioritized needs matrix. These products replace untested course requests with evidence-based performance decisions. They also link validated learning priorities to objectives, response options, ownership, and evaluation measures.