

Training Needs Assessment

Employee Information				
Employee Name	Employee Job Title	Employee Department	Relative to Reviewer Supervisor Subordinate Co-Worker Self	1st Review Date
Reviewer Name	Reviewer Job Title	Reviewer Department		2nd Review Date

Assessment Review - Sliding Scale

Management, Professional Effectiveness, and Time Management	Unacceptable		Needs Improvement		Acceptable		Commendable		Outstanding		TOTAL	
a) Encourages and embraces change by challenging the status quo	1	1	2	2	3	3	4	4	5	5		
b) Provides cross-functional development opportunities for team members	1	1	2	2	3	3	4	4	5	5		
c) Maintains emotional intelligence, even in challenging situations	1	1	2	2	3	3	4	4	5	5		
d) Deals with issues that need to be addressed quickly and effectively	1	1	2	2	3	3	4	4	5	5		
e) Facilitates time and deadlines for all team members efficiently	1	1	2	2	3	3	4	4	5	5		

Communication, Personal Development, and Collaboration	Unacceptable		Needs Improvement		Acceptable		Commendable		Outstanding		TOTAL	
a) Actions and behaviors are consistent with words	1	1	2	2	3	3	4	4	5	5		
b) Handles conflict in a professional and appropriate manner	1	1	2	2	3	3	4	4	5	5		
c) Communicates verbally with team in professional manner	1	1	2	2	3	3	4	4	5	5		
d) Sends effective and appropriate correspondence	1	1	2	2	3	3	4	4	5	5		
e) Listens to new ideas and suggestions from colleagues	1	1	2	2	3	3	4	4	5	5		

Critical Thinking and Decision Making	Unacceptable		Needs Improvement		Acceptable		Commendable		Outstanding		TOTAL	
a) Approaches new problems and situations in a calm and professional manner	1	1	2	2	3	3	4	4	5	5		
b) Thinks outside of the box to solve problems	1	1	2	2	3	3	4	4	5	5		
c) Solves problems with best interest of company in mind	1	1	2	2	3	3	4	4	5	5		
d) Encourages and supports creative thinking and innovation	1	1	2	2	3	3	4	4	5	5		
e) Engages others before taking action on an important issue when necessary	1	1	2	2	3	3	4	4	5	5		

Business and Organizational Knowledge	Unacceptable		Needs Improvement		Acceptable		Commendable		Outstanding		TOTAL	
a) Learns tools necessary to effectively manage team	1	1	2	2	3	3	4	4	5	5		
b) Brings enthusiasm to daily work	1	1	2	2	3	3	4	4	5	5		
c) Understands job requirements	1	1	2	2	3	3	4	4	5	5		
d) Shares knowledge with colleagues	1	1	2	2	3	3	4	4	5	5		
e) Acknowledges mistakes and learns from them	1	1	2	2	3	3	4	4	5	5		

Managing Projects and People	Unacceptable		Needs Improvement		Acceptable		Commendable		Outstanding		TOTAL	
a) Meets project deadlines	1	1	2	2	3	3	4	4	5	5		
b) Completes tasks effectively and accurately	1	1	2	2	3	3	4	4	5	5		
c) Holds himself/herself accountable towards measuring and attaining goals	1	1	2	2	3	3	4	4	5	5		
d) Assists team in developing time and priority schedules	1	1	2	2	3	3	4	4	5	5		
e) Delegates tasks to members of the team based on skill, not favoritism	1	1	2	2	3	3	4	4	5	5		

Leadership and Execution	Unacceptable		Needs Improvement		Acceptable		Commendable		Outstanding		TOTAL	
a) Shares candid feedback that is focused on the issue, not the person	1	1	2	2	3	3	4	4	5	5		
b) Makes compelling cases when describing his/her points of view	1	1	2	2	3	3	4	4	5	5		
c) Sets an example of appropriate behavior and attitude in the workplace	1	1	2	2	3	3	4	4	5	5		
d) Encourages others to express different ideas and perspectives	1	1	2	2	3	3	4	4	5	5		
e) Empowers others by sharing responsibilities that accelerate team's performance	1	1	2	2	3	3	4	4	5	5		

Computer	Unacceptable		Needs Improvement		Acceptable		Commendable		Outstanding		TOTAL	
a) Demonstrates basic computer literacy skills	1	1	2	2	3	3	4	4	5	5		
b) Efficient in Microsoft Word	1	1	2	2	3	3	4	4	5	5		
c) Efficient in Microsoft Excel	1	1	2	2	3	3	4	4	5	5		
d) Efficient in Microsoft PowerPoint	1	1	2	2	3	3	4	4	5	5		
e) Efficient in Microsoft Outlook	1	1	2	2	3	3	4	4	5	5		

Customer Service	Unacceptable		Needs Improvement		Acceptable		Commendable		Outstanding		TOTAL	
a) Listens to customers without interruption	1	1	2	2	3	3	4	4	5	5		
b) Addresses customer's needs accurately and in a timely fashion	1	1	2	2	3	3	4	4	5	5		
c) Builds professional rapport with customers	1	1	2	2	3	3	4	4	5	5		
d) Handles upset customers with grace and professionalism	1	1	2	2	3	3	4	4	5	5		
e) Works to resolve customer's issue, not escalate it to another team member	1	1	2	2	3	3	4	4	5	5		

Workplace Safety	Unacceptable		Needs Improvement		Acceptable		Commendable		Outstanding		TOTAL	
a) Pays attention to surrounding area	1	1	2	2	3	3	4	4	5	5		
b) Uses machinery only for its designated use	1	1	2	2	3	3	4	4	5	5		
c) Puts away extra cables, tools, etc.	1	1	2	2	3	3	4	4	5	5		
d) Openly communicates with team members to avoid injuries	1	1	2	2	3	3	4	4	5	5		
e) Understands policies and procedures in case of emergency	1	1	2	2	3	3	4	4	5	5		

Specific Goals - Open Comment

Start	

Stop	

Continue	

Training Needs Assessment

Training and Development Program

Management, Professional Effectiveness, and Time Management

Course Titles	Assessment Letters	Date Assigned	Date Completed	Reviewer Notes
The Power to Change – 45 Min.	A			
Creating Focus During Change - 6 Min.	A			
S.M.A.R.T. Goals – 8 Min.	B			
How to Manage Emotions in the Workplace - 60 Min.	C			
It's About Time – 45 Min.	D	E		

Communication, Personal Development, and Collaboration

Course Titles	Assessment Letters	Date Assigned	Date Completed	Reviewer Notes
Interpersonal Communication - 45 Min.	A	C		
How to Supervise Bad Attitudes and Negative Behaviors – 60 Min.	B			
Effective and Appropriate Email Use – 45 Min.	D			
Business Writing and Editing for Professionals – 60 Min.	D			
Active Listening – 8 Min.	E			
Are you Really Listening – 60 Min.	E			

Critical Thinking and Decision Making

Course Titles	Assessment Letters	Date Assigned	Date Completed	Reviewer Notes
Keep Your Cool: Control - 6 Min.	A			
Strategic Problem Solving and Decision Making – 60 Min.	B	C		
Creative Problem Solving and Strategic Thinking – 6 Hours (Live Seminar)	C	E		
Empowering Followers – 9 Min.	D			
Team Building: Teamwork in Critical Situations - 9 Min.	E			

Business and Organizational Knowledge

Course Titles	Assessment Letters	Date Assigned	Date Completed	Reviewer Notes
Active Learning Techniques – 60 Min.	A			
Staying Positive - 13 Min.	B			
MWE In-House Training	C	E		
Team Building: Effective Team Members - 8 Min.	D	E		

Managing Projects and People

Course Titles	Assessment Letters	Date Assigned	Date Completed	Reviewer Notes
9 Steps to Successful Project Management - eBook	A			
Government Project Management - 60 Min.	A	B		
Managing Multiple Priorities, Projects, and Deadlines – 6 Hours (Live Seminar)	B	C		
How to Avoid the Most Common Mistakes New Managers Make - 60 Min.	C	D		
A Crash Course for the First-Time Manager or Supervisor – 6 Hours (Live Seminar)	D			
Effective Delegation – 10 Min.	E			
Helping Employees Use Their Time Wisely - 4 Min.	E			

Leadership and Execution

Course Titles	Assessment Letters	Date Assigned	Date Completed	Reviewer Notes
Coaching Skills: Beyond Basic Supervision – 60 Min.	A	B		
Building Teamwork One Individual at a Time– 60 Min.	A	E		
Going from Coworker to Boss – 5 Min.	B			
Leading a High-Performance Team – 45 Min.	C	D		
Leadership and Power – 8 Min.	C			

Computer					
Course Titles	Assessment Letters		Date Assigned	Date Completed	Reviewer Notes
Computing Literacy Basics - 61 Min.	A				
Advanced Tips and Techniques for Microsoft Word Users - 60 Min.	B				
60 Minutes of Excel Secrets - 60 Min.	C				
60 Minutes of PowerPoint Secrets - 60 Min.	D				
60 Minutes of Outlook Secrets - 60 Min.	E				

Customer Service					
Course Titles	Assessment Letters		Date Assigned	Date Completed	Reviewer Notes
Customer Service Basics - 15 Min.	A	E			
Creating Great Customer Conversations - 13 Min.	A	C			
How to Resolve Customer Complaints on the Spot - 60 Min.	B	D			
1 to 1: Customer Service Success – 60 Min.	C				
Effective Techniques for Dealing with Difficult Customers - 60 Min.	D	E			

Workplace Safety					
Course Titles	Assessment Letters		Date Assigned	Date Completed	Reviewer Notes
Slip, Trip and Fall Protection - 45 Min.	A	C			
Safety for Managers and Supervisors - 45 Min.	A	D			
<i>MWE In-House Training</i>	B	E			
Hazard Communication: Your Right to Know - 8 Min.	D				

I understand this review has been based on my current performance, and I accept the goals my Reviewer has indicated on this form. I agree to take the assigned trainings (if any) as an opportunity to develop my skills for the benefit of myself and MWEnergy. I understand there will be a second review of my performance after my trainings are complete.

Employee Signature: _____

Date: _____

Reviewer Signature: _____

Date: _____