

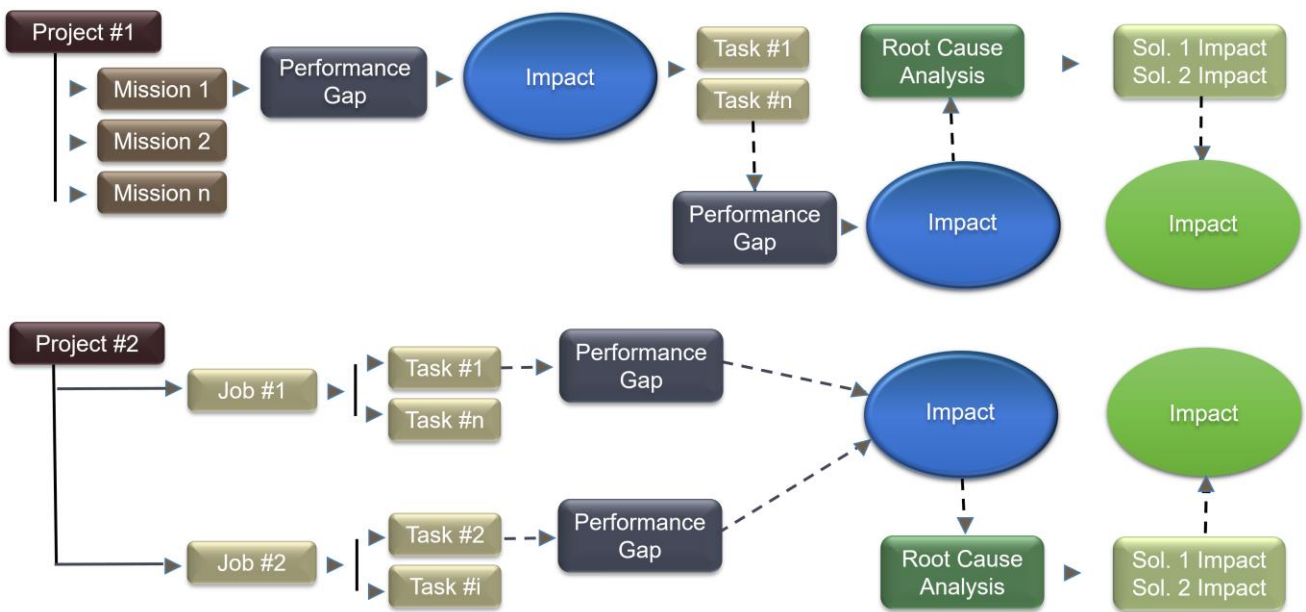


ADVISOR Series

How to Leverage ADVISOR Capabilities 2 of 9

Needs Analysis Design Fidelity Resources Management Performance Life Cycle

Needs Assessment: To find out the cause of a performance problem and potential solutions. In other words, before assuming that training is needed. ADVISOR Needs Assessment module improves decisions by zeroing-in on the source of the problem and identifying solutions that can produce the desired level of productivity. Moreover, ADVISOR highlights actions that will provide the greatest impact, and generate audit trail to support recommendations.





Step 1.

Problem Analysis

Objective

Define the problem by describing the performance deficiency. The deficiency could be inadequate performance of a mission or a job. Process unfolds as follows:

- Define the problem/deficiency
- Indicate whether the performance deficiency is observed for a mission or a job

Inputs

- ✓ Mission performance report
- ✓ Job performance report
- ✓ Triggers for performance analysis

Outputs

- ✓ Problem definition & source

Step 2a.

Mission Analysis

Objective

Identify missions impacted by deficiency & assess gaps by comparing actual to desired performance. Process unfolds as follows:

- List missions impacted by deficiency
- Identify trigger for initiating the assessment
- Compare actual performance to desired
- Assess impact of the Performance Gap
- Document the evidence including reliability & problems encountered

Inputs

- ✓ Mission performance report
- ✓ Job performance report
- ✓ Line managers & personnel comments
- ✓ Audits or Inspections
- ✓ Changes to policies
- ✓ Safety reports
- ✓ Lessons learned reports
- ✓ Unit readiness reports
- ✓ Material readiness reports
- ✓ New equipment introduced
- ✓ Job restructuring reports

Outputs

- ✓ Mission Performance Gap

Step 2b.

Job Analysis

Objective

Identify jobs impacted by deficiency & assess gaps by comparing actual to desired performance. Process unfolds as follows:

- List jobs impacted by deficiency
- Define the problem/deficiency

Inputs

- ✓ Occupational structure
- ✓ Job performance reports
- ✓ Subject Matter Experts (SMEs)
- ✓ Line managers & personnel comments
- ✓ Audits or inspections
- ✓ Changes to policies
- ✓ Safety reports
- ✓ Unit readiness reports
- ✓ Job restructuring reports

Outputs

- ✓ Job Performance Gap



Step 3.

Task Analysis

Objective

Identify tasks needed to perform assigned missions & duties. Assess potential gaps by comparing actual to desired performance. Process unfolds as follows:

- List tasks needed to perform mission or duty
- Compare actual performance to desired
- Assess impact of the Performance Gap
- Document the evidence including reliability & problems encountered

Inputs

- ✓ Mission performance reports
- ✓ Job performance reports
- ✓ Mission, System & Job Task Analysis Reports
- ✓ Line managers & personnel comments
- ✓ Audits or inspections
- ✓ Changes in policies
- ✓ Safety reports
- ✓ Lessons learned reports
- ✓ Unit readiness reports
- ✓ Material readiness reports
- ✓ New equipment introduced
- ✓ Job restructuring reports
- ✓ Subject Matter Experts (SMEs)

Outputs

- ✓ Tasks Performance Gap

Step 4.

Root Cause Analysis

Objective

Identify reasoning behind performance gaps. Process unfolds as follows:

- Assess staff understanding of job duties
- Assess adequacy of staff knowledge & skill levels
- Assess adequacy of relevant job aids & tools
- Assess staff ability to perform tasks
- Evaluate supervisors' leadership & organizational skills
- Assess adequacy of feedback mechanism
- Assess adequacy of policies/procedures
- Assess adequacy of incentive system
- Identify potential conflicts

Inputs

- ✓ Summary of Employees Questionnaire
- ✓ Summary of Human Resources Questionnaire
- ✓ Summary of Subject Matter Expert (SMEs) Questionnaire
- ✓ Summary of Supervisor Questionnaire
- ✓ Summary of Instructor Questionnaire
- ✓ Summary of Senior Executive Questionnaire

Outputs

- ✓ Plausible Solutions
- ✓ Root Cause Analysis Report



Step 5.

Solution Analysis

Objective

Assess the costs & impact of plausible solutions. In addition to training & job aids, plausible solutions may include task, job and/or organizational redesign, new/improved tools, policies/procedures, incentive system & hiring practices.

Process unfolds as follows:

- Review plausible solutions
- Review reasoning behind recommendations
- Assess the impact of each solution
- Assess the cost of each solution

Inputs

- ✓ Plausible Solutions
- ✓ Root Cause Analysis Report

Outputs

- ✓ Plausible Solutions Impact
- ✓ Plausible Solution Costs

Step 6.

Prioritize Actions

Objective

Prioritize solutions and recommend plan of action by reviewing the costs & benefits of plausible solutions & developing a clear picture of which interventions will generate the greatest impact & why.

Process unfolds as follows:

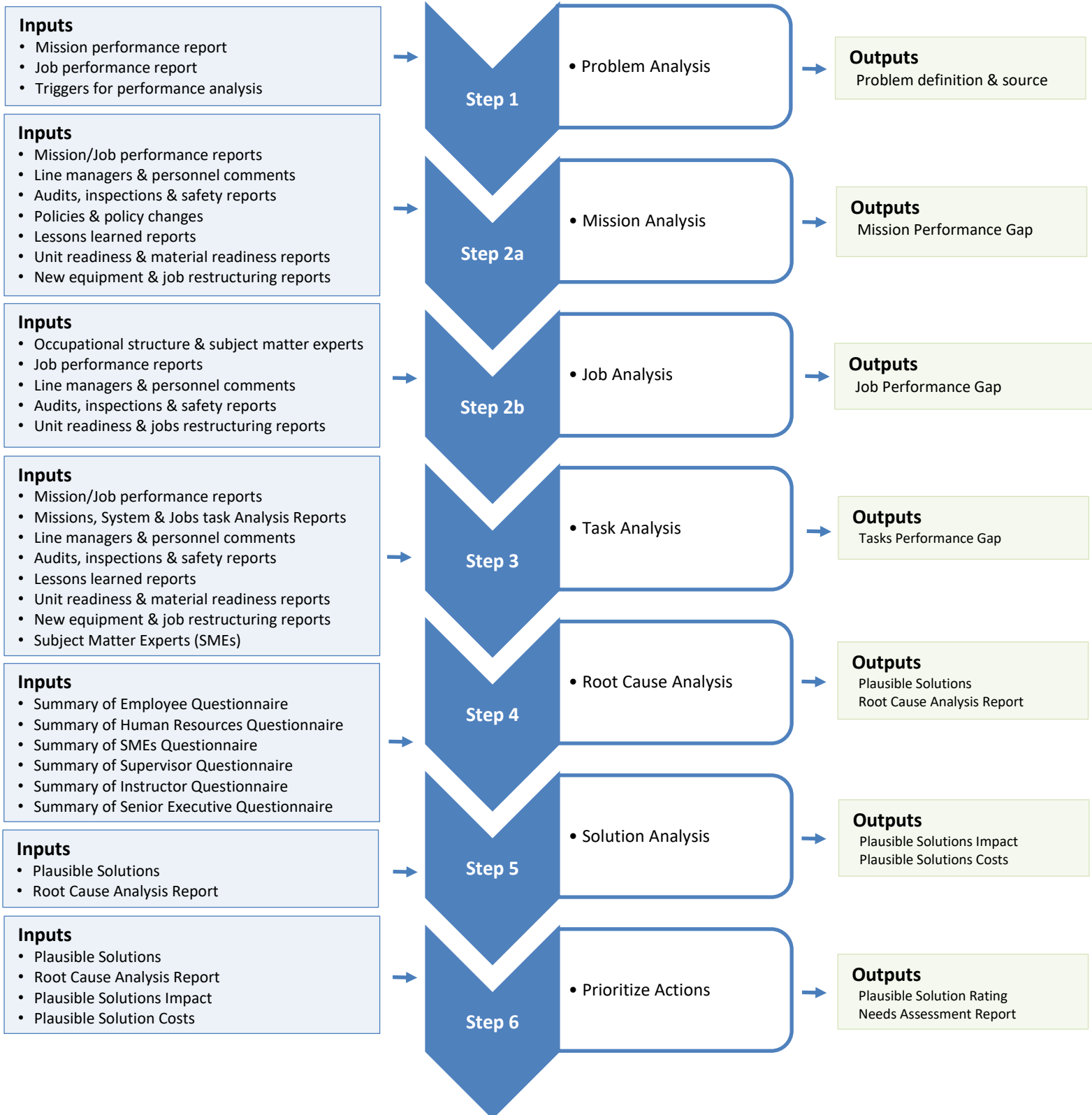
- Review the costs & benefits of each solution
- Rate the potential value of each solution as high, medium, or low
- Recommend plan of action

Inputs

- ✓ Plausible Solutions
- ✓ Root Cause Analysis Report
- ✓ Plausible Solutions Impact
- ✓ Plausible Solutions Costs

Outputs

- ✓ Plausible Solutions Rating
- ✓ Needs Assessment Report



Contact us today to find out how we can assist you streamline needs assessment & drive training efficiency.