



At Innovative Global Learning Solutions LLC, we make learning stick — and actually enjoyable and transformational! With over 15 years of experience in training development and instructional design, we help organizations boost the performance of their people — from staff to teams to the communities they serve — by creating engaging, customized training solutions that deliver real results.

Why It Matters

Training shouldn't start with content—it should start with **clarity**. This guide walks you through **Analysis**, which is the foundation to creating a training that drives behavior change and real organizational results.

Through **Analysis**, you'll uncover:

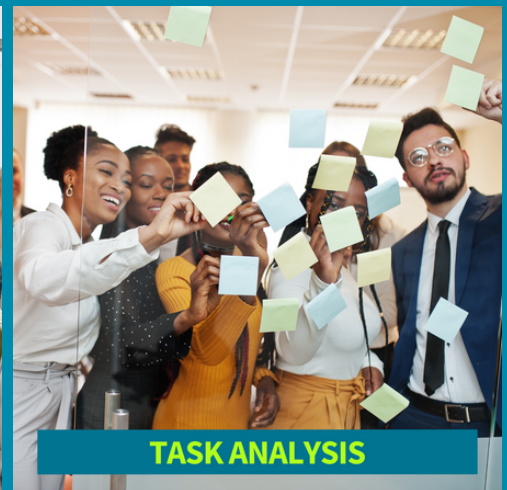
- Whether training is truly needed
- What performance gap exists
- Who your learners are and what they need

Use this guide to plan smarter, not harder.

How to Conduct Training Needs Analysis

To conduct a comprehensive training needs analysis, it is critical to analyze the organizational context, the learners' knowledge / skills / attitudes, and the specific tasks needs to solve the instructional problem.

It includes key steps within the analysis process:





STEP 1: CONTEXT ANALYSIS

Context Analysis analyzes the internal ecosystem in which the organization operates. It helps the instructional designer gain a comprehensive perspective on the organizational leadership, staff performance, and performance gaps.

Questions to ask:

- In five words or less, describe the organizational culture.
- What is the leadership style/approach?
- What are the values at the core of the organization?
- What are the skills and areas of expertise of the staff who would be involved in the training?
- How does this training align with the vision and the priorities of your organization?
- What resources are in place, or in development, to support the training?
- Six months to a year from now, what would success look like and feel like? What tangible results would you see?

NOTES:



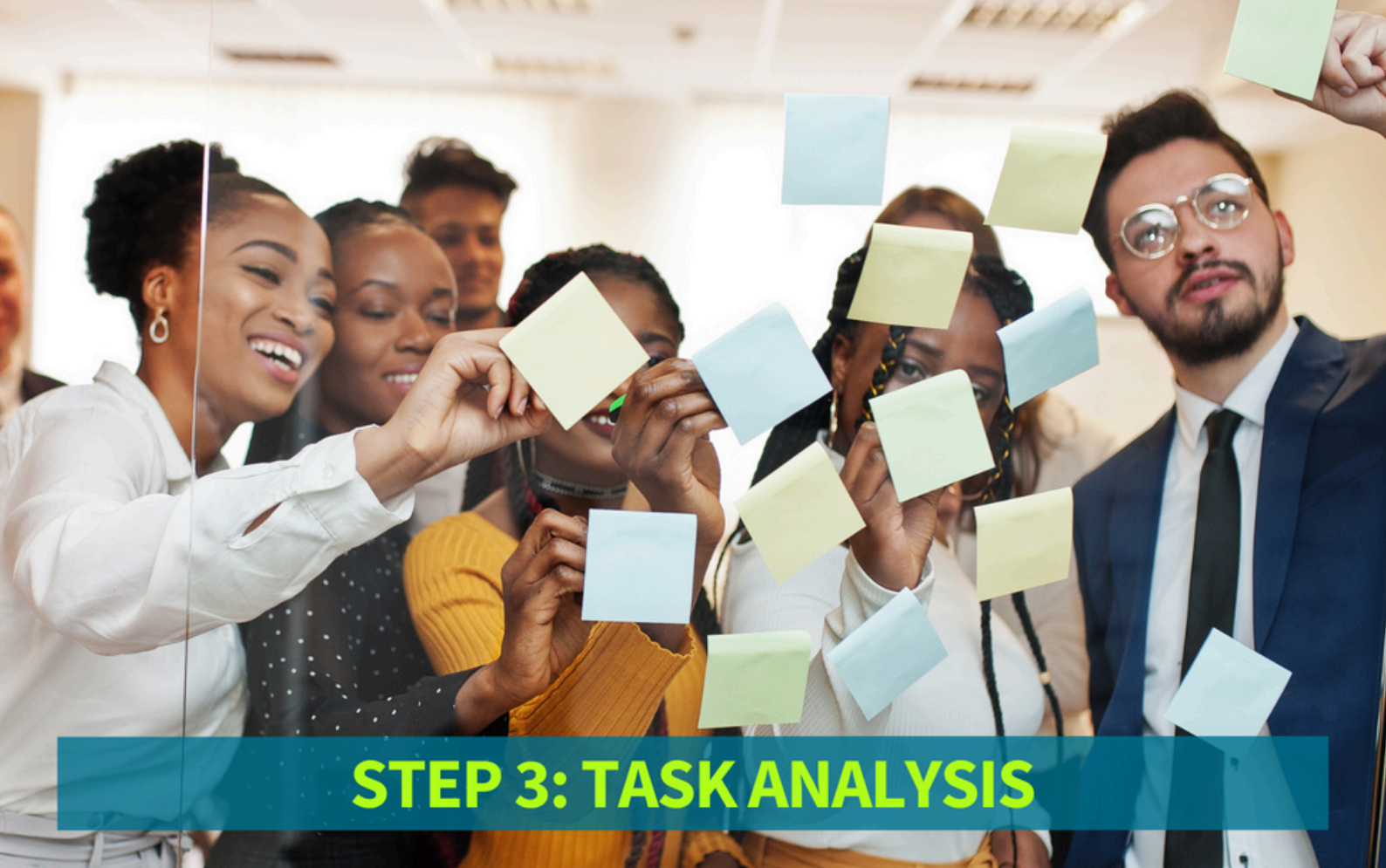
STEP 2: LEARNER ANALYSIS

Learner Analysis identifies the learners' knowledge, skills, attitudes, learning styles, and other relevant information to determine their needs and gaps, as well as the learning objectives most important to achieve during the training.

Questions to ask:

- Describe the gender, age, work experience, and education of the learners.
- What are their key skills and strengths they provide in their roles and in the organization?
- What could the learners do more of in order to maximize their performance?
- What motivates the learners to perform at their highest potential?
- How does this training align with the vision and the priorities of your organization?
- What resources are in place, or in development, to support the training?
- Six months to a year from now, what would success look like and feel like? What tangible results would you see?

NOTES:



STEP 3: TASK ANALYSIS

After the context and learner analyses are completed, and the instructional problem and training need have been determined, **Task Analysis** defines the content required to solve the instructional problem or need.

Task Analysis is the most critical part of the instructional design process. It is conducted with one or more subject-matter experts (SMEs) and the instructional designer to select the key topics, tasks, and skills needed to solve the instructional problem and address the learners' needs and gaps.

Questions to ask:

- After the training, what are the one or two skills you want the learners to be able to do?
- What are the tasks they need to do to be able to learn those skills?
- What are specific steps or processes they need to learn to master those skills?
- Where are some common challenges learners face when learning and applying these skills?
- How can they mitigate those challenges?

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Behavioral Goal Example:

"Customer service reps de-escalate angry customers using a 3-step protocol."

Pro Tip: Don't Assume. Investigate.

Interview SMEs, observe on the job, review existing materials, and gather data. The best training comes from sharp analysis, not assumptions.

Ready to Transform Training Requests Into Strategy?

If you'd like a free 20-minute consult to walk through your current project, just click the button below:

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