



A Primer: The Organizational Needs Assessment

1. What it is:

- the first step towards understanding how basic skills issues may be affecting safety, productivity, and turnover in your workplace
- a way to develop a focused basic skills training strategy that is aligned with business goals and employee needs
- the “you are here” on a workplace learning road map

2. What it is not:

- an assessment of an individual employee’s basic skill levels
- a training program – an organizational needs analysis helps determine training needs

3. What it helps achieve:

- transparency – by identifying the interests of both workers and management
- support – for learning by consulting people within all levels of your organization
- focus – on collective needs and goals rather than singling anyone out
- discovery – of existing talents and skills to share through mentoring or peer training
- accessibility – by identifying solutions to barriers
- realistic expectations – about what a workplace learning program can and cannot do

4. What it looks like:

- a customized process built around business objectives and operations
- a mix of formal and informal methods including observing workers doing their jobs, conducting semi-structured interviews and focus groups with workers and managers, doing surveys and reviewing print materials

5. What it costs:

- there is no cost to employers or employees – funding is provided through the Canada-British Columbia Labour Market Agreement

Contact: Álvaro Moreno, Community Council, 250-383-6166, alvaro@communitycouncil.ca. OR Helen Thomas, READ Society, 250-388-7225, hjthomas@readsociety.bc.ca

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