

Very High-Level Training Needs Analysis (TNA)

Target Audience	
	Numbers Overall
	Numbers per department
Training Expectations	
	Stakeholder's expectations (at the end of this training, I want the course attendees to be able to know and to do...)
	Business training expectations:
	Knowledge
	Tasks
	Business Client (if any) training expectations:
	Knowledge
	Tasks
	Each team leader's training expectations:
	Knowledge
	Task
	Course attendee expectations (at the end of this training, I should be able to...)
	Knowledge
	Task

Knowledge Levels To Be Achieved By Training (at the end of the training, course attendees should have achieved _____ level of training on product)			
	Awareness	User	Expert
Content	<ul style="list-style-type: none"> • Intro to product • What product does • What product does not do 	In addition to Awareness level knowledge, be able to perform specific job tasks	In addition to Awareness and User-Level knowledge, be able to handle product escalation and support level tasks. “Super Admin.”
<i>Note: The format and grading for each knowledge level training will use the following general structure:</i>			
Format	<ul style="list-style-type: none"> • Text slides, with animations, pictures/photos and demo videos 	<ul style="list-style-type: none"> • Text slides, with animations, pictures/photos and demo videos • Guided software simulations • Guided tasks 	<ul style="list-style-type: none"> • Text slides, with animations, pictures/photos and demo videos • Advanced guided software simulations • Advanced guided tasks
Grading	<ul style="list-style-type: none"> • Knowledge-level grading 	<ul style="list-style-type: none"> • User-Level knowledge grading • Task-specific grading 	<ul style="list-style-type: none"> • Expert-level knowledge grading • Task-specific grading
Previous Training			
	Previous training on this product		
	Previous training on similar product		
	Previous eLearning exposure		
Post Training			
	Follow-on training eg in-classroom training		
	New features updates training		