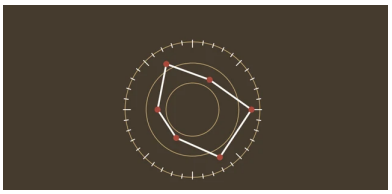
Training needs assessment



We interview three stakeholders and map skill gaps for one product or process.

Who it helps

Product owners and technical support teams

The problem to solve

Training can target general awareness while learners still struggle with specific tasks that matter to their roles.

Working through the brief

1. **Interview three stakeholders**

   Gather the agreed inputs. Audience, learning goals, approved training material and subject expert.

2. **Map tasks and current skills**

   Track “User role” and “Observed skill gap” together so the reviewer can connect the source information to the result.

3. **Rank the training needs**

   Use the assessment to identify skill gaps and the outcomes a training brief needs to address.

4. **Check the scope at handover**

   Product fact approval stays with the client. Translation and third-party licences are separate.

Worked example

A team knows product terminology but cannot complete a handover. Define the training need around the observable task.

Read the service scope / DOC-013

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