

TRAINING NEEDS ANALYSIS

What Training Needs do I have? How can I enhance my natural work strengths? What can I do to make sure that a weakness does not get in the way of my success? This detailed report makes training recommendations that answer these questions and is a must for the franchisee that seeks to continuously develop and grow. If you are responsible for franchisee training and development, this analysis is invaluable in maximizing your training dollars per person on courses or development that will actually have the most impact for the franchisee.

TRAINING NEEDS ANALYSIS

PRIVATE & CONFIDENTIAL - MR. THOMAS

Mr. Thomas's achievement levels could be improved through in-situ training from a boss-mentor. Project work would be the ideal vehicle for him to coach

Mr. Thomas through the following:

- Goal Setting - Setting clear goals and time scales for himself.
- Challenging - Questioning the status quo.
- Innovating - Bringing forth new ideas.
- Monitoring and controlling - Ensuring progress is made.
- Communicating - Keeping in touch with those who have overall control or are part of the project.
- Motivating - Inspiring all those concerned; keeping the project going.

Each project must be seen to be valuable, to be achievable and to have an end-result, so that competence can be recognized and confidence gradually increased over the training period - which could be upward of twelve months.

SELF-MOTIVATION

Mr. Thomas needs to acquire the ability and confidence to:

- get things started
- overcome problems
- keep pushing-forward even in the face of adversity.

Self-motivated people are usually positive, assertive, self-confident, determined and disciplined. They are alert, demonstrate urgency and rarely give-way even if the going-gets-tough. Such people usually respond positively to encouragement and challenge, and accept criticism.

People who are not self-motivated tend to be passive by nature, are non-demanding of self and others. They lack self-confidence and determination, and do not respond to encouragement, criticism or challenge. Such people dislike antagonistic situations: fear trouble, hassle, insecurity and conflict; and spend much time defending the status quo. They often have an extensive area of knowledge and expertise, but it is usually confined to a particular field and in order to get started they need to be given concise direction.

In order to improve self-motivation, training for Mr. Thomas should ideally include:

- Assertiveness training - Aimed to improve self confidence; develop a positive mental attitude.
- Self-awareness training - Accepting personal strengths; identify limitations; modifying behaviour.
- Overcoming basic fears - Rejection, conflict, inter-personal aggression.
- Questioning the status quo - The importance of becoming highly self-motivated; living with change, developing change-programmes; methods of ensuring continuous improvement.

After training, a mentor should be provided in order to reinforce the skills learnt, and further coach and encourage him until the motivation truly comes from "the self".

OTHER POTENTIAL TRAINING NEEDS

The items listed above are the key priorities for Mr. Thomas.

Other training which would enhance performance could include:

- Risk Analysis
- Delegation Skills

It should be noted that all the training needs given, relate to soft competences. Vocational and/or specialist/technical job-related training is not included within this report.

Graphs & Scores

02/18/03

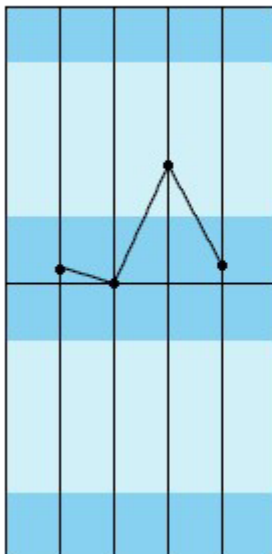
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Mr. Thomas

	I	II	III
D	7	5	2
I	4	3	1
S	8	6	2
C	4	8	-4

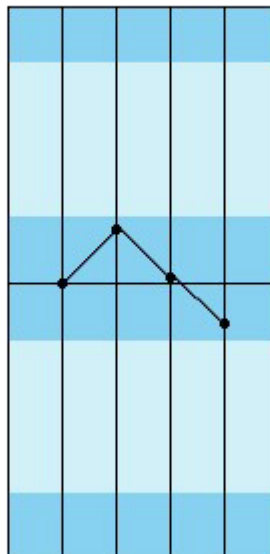
I
Work Mask

D I S C



II
Behaviour under pressure

D I S C



III
Self Image

D I S C

