



# Training Needs Assessment

## Getting Started

The first critical step to successful enablement is establishing accurate learning requirements. OpenText offers a variety of programs to ensure a successful deployment of your solution. The basis of these programs is our Training Needs Assessment.

This Assessment determines the difference between the current and desired state (gaps in knowledge and skills.) Our Training Needs Assessment is intended to map out the training needs for all users, from your implementation team to your end users. As an output of the Training Needs Assessment, we provide:

- A detailed Training Plan with recommended learning paths personalized to your user community
- An analysis of tailoring existing training materials and customization efforts, if applicable.
- Recommendations for encouraging user adoption of the changes to business processes and a Go Forward Plan

## Benefits

The OpenText Training Needs Assessment assesses the various aspects of your implementation to identify learning needs and criteria and recommend training specific to your user community. This assessment is a crucial stage in the educational and adoption process. Benefits of this assessment include:

- **Less time (and costs)** to train and to prepare training. Acquiring specific and detailed learning objectives for each of the learning community groups reduces the time to develop and deliver training.
- **Improved adoption.** Providing executive sponsors, managers, users and administrators with the business context and benefits of the application (strategic) and

clear learning paths beyond the initial setup and deployment to business units (tactical). Ensures you will take advantage of the process and business gains offered by our solutions and realize an increased ROI through improved user adoption

- **Reduce reliance on help desk support staff.** With an improved level of knowledge in the day-to-day use of the tools, a reduction in technical support, while encouraging the accurate use of our software can be anticipated.

## OpenText Approach

The OpenText approach is to determine relevant and just-in-time learning. The Training Needs Assessment is comprised of three stages to ensure a high-value return on your time and investment.

**Stage I: Data Gathering & Analysis:** A senior educational consultant will meet with the Project Implementation Team to gather and then analyze data through a series of consultative interviews

- Review the scope of the functional technologies including custom applications intended for deployment with respect to training needs.
- Review existing learning tools and organization culture considerations.
- Discuss policies or behavioral changes to incorporate in training plan.
- Identify user groups and interview the user community to:
  - Define the learning needs of the community by roles and groups and the audience experience/skill level; review the day-to-day responsibilities of groups.
  - Consider changes to existing practices and policies, and behavioral change management considerations
  - Discuss existing training methods and train-the-trainer possibilities; assess existing OpenText course structure and support materials for re-usability

**Stage II: Conclusions and Recommendations:** A training plan with recommendations based on our analysis will be provided to all stakeholders.

**Stage III: Reporting:** Our Education team will review and revise this Assessment as required and conduct a meeting with key stakeholders to discuss the report, findings and strategize on a Go Forward Plan.

## Where to Begin?

If you would like to discuss a Training Needs Assessment or any program offered by Learning Services, please contact: [training@opentext.com](mailto:training@opentext.com) (North America)

[www.opentext.com/training](http://www.opentext.com/training)