



Analysing performance and learning needs

Collection: Interacting with stakeholders

The first step the learning professional must take in addressing any requirement is to analyse the situation. This step comes first because the information we uncover at this stage underpins just about every decision we make when it comes to designing a solution. Get it wrong and all our subsequent work can be based on shaky foundations. Get it right and we'll be completely clear about our goal and what we'll have to do to achieve it.

This course provides you with the skills and confidence you need to be an effective performance consultant. You'll learn how to determine the goal, analyse the underlying issues, gather important information about the learning requirement and the target population, and then develop a credible value proposition.

Is this for you?

This course is aimed at learning professionals who have a responsibility for responding to the learning and performance requirements of their clients, whether you operate internally as a manager, learning specialist or business partner, or externally as a consultant.

The specifics

Take this course and you'll be able to:

- determine the cause of a performance problem;
- respond appropriately should there not be any evidence of a learning requirement;
- identify the types of learning required and the implications this might have for the design of the solution;
- identify the characteristics of the target population and the implications these might have for the design of the solution;
- identify the logistical constraints and the implications these might have for the design of the solution;
- respond professionally and assertively should the client be pushing you prematurely towards a solution they favour;
- summarise your analysis, determine the type of solution required and provide your client with a value proposition.

How it works

The course is composed of five lessons, each of which includes a short video and an activity to complete. The activities are designed to help you build your confidence in analysing requirements, particularly in meetings with clients and sponsors at which the parameters for an intervention are often established. Initially you will work on interactive scenarios, building towards a live role play in which you will interview a fellow student online.

To support you in applying what you have learned you will be provided with a range of additional resources, including a reference document and an infographic.

If you complete the course, you will receive a Skills Journey badge. If you want, you can complete an optional assignment to help you put what you have learned into practice and demonstrate your skills to others.