

Training Request

Revised: January 19, 2010

Requestor Information:

Requestor:	
Department:	
Contact Information: <i>(phone/email)</i>	

Training Information:

Job function or title(s) training is being requested for?	
Number of individuals impacted.	
Describe what they are doing now and what they will be doing after training.	
Describe or list any regulations or mandates driving this request.	
Describe timing for implementing a solution.	
What tools/resources are available? <i>(QBD processes, tools, equipment, other resources & documentation)</i>	
Other relevant information. <i>(Cost Benefit Analysis, etc.)</i>	

Performance Analysis

Assess Know How:

Have they been able to meet performance standards sometime in the past?

How often is the skill used?
(Frequency)

If performance is an issue, describe how practice and periodic feedback can be provided:

Conduct Cost Analysis: *How much is the problem or discrepancy costing each year?*

	Calculation/Explanation	Cost in Dollars
Money lost		
Time lost		
Wasted material		
Equipment damage		
Amount of work completed		
Accuracy of work completed		
Accidents		
Lost productivity		
Duplicated effort		
Extra supervision		
Customer impact		
Other costs		
	Total estimated annual cost =	

If the discrepancy were allowed to continue, what would happen is:

--

Apply Fast Fixes:

Are expectations clear? Do

If no, expectations may be clarified by doing:

Training Request

Revised: January 19, 2010

they know what they are expected to do or accomplish?

Do they have what is needed to do the job? (authority, tools, equipment, documented process(es), other resources)

Do they receive feedback on how well they are doing?

If no, what do they need?

Describe how these may be provided.

If no, what needs feedback?

How might the needed feedback be provided?

Review Appropriateness of Consequences:

List all consequences (*good and bad*) when they **ARE** performing as desired.

Are consequences punishing?

List all consequences (*good and bad*) when they are **NOT** performing as desired.

Are consequences rewarding?

Review consequences described above and provide how it can matter **more** to them when they do it right or wrong.

If yes, each punishing consequence can be reduced or eliminated by:

If yes, rewards for undesired performance can be reduced or eliminated by:

How can you better reinforce when they do it right?

How can you better reinforce when they do it wrong?

Training Request

Revised: January 19, 2010

Assess Additional Information:

Can the task be made easier?

If yes, simplifications could include:

Are there any other obstacles to performing as desired?

If yes, obstacles are:

Obstacles might be reduced by:

Does the performer have the potential to change or learn what needs to be learned?

If no, describe:

Developing Solutions

A brainstorming session with IDS is recommended to determine applicable training solution(s) using current technology, strategies and industry best practices.

Possible Solution #1 :

Describe the solution.			
Is this solution clearly inappropriate or impossible to implement?			
Is this possible solution plainly beyond our resources?			
Determine the cost of the solution.	Calculation	Cost	
	Labor		
	Materials		
	Vendor		
	Total Cost		
	Cost per participant		

Training Request

Revised: January 19, 2010

Possible Solution #2 :

Describe the solution		
Is this solution clearly inappropriate or impossible to implement?	If so, why?	
Is this possible solution plainly beyond our resources?		
Determine the cost of the solution.	Calculation	Cost
Labor		
Materials		
Vendor		
	Total Cost	
	Cost per participant	

Summary

Describe the problem or request briefly.

--

Describe the best solution or combination of solutions.

--

Develop Action Plan:

Describe how the solution(s) will be implemented. Include who will be expected to implement the solution(s) and what it will take to make the implementation happen. Also include what evaluation will take place to determine whether training was successful.

Actions:	Who's responsible	Target Implementation
Design/Develop (Brainstorm, storyboard, create/test content, multi-media production, etc.)		
1.		
2.		
QA/Reviews Needed (Customer/SME reviews, management reviews, etc.)		
1.		
2.		
Implementation (Communication strategies, mandatory/required tracking system updates, etc.)		
1.		
2.		
Evaluation (What data will you check or how will you know training was successful?)		
1.		
2.		

Training Request

Revised: January 19, 2010