**Needs Assessment**: the process to identify "gaps" between current performance and department/organizational objectives, and the factors that promote or inhibit change.

Developing context ensures we can align your investment in employee development with the outcomes you need to see.

Here are a few of the factors a strong Needs Assessment considers:

**Organizational Vision**
- What customers and markets do we serve?
- What's critical to understand about our marketplace?
- What are our key goals?
- What values do we work by?

**KPIs**
- Where are we now?
- How do we measure success?
- What has to change? Why? When?
- How will progress be measured?

**Skills & Behaviours**
- Do our people know how?
- How can we tell?
- What barriers to change are there?
- How do we support new behaviors?