



TRAINING REQUEST TRIAGE

8 Questions to separate real needs from organizational noise.

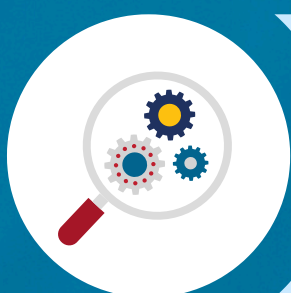


What is our business goal?

What's the win we're seeking? What will success look like? Are we sharing new knowledge, changing an existing behavior, modifying a process?

What problem(s) are we solving?

What data or evidence proves the problem exists? To what degree? Can it be addressed through communication?



What is the root cause?

Lack of skill? No will? System? Process?
TIP: use "the 5 whys" to identify the real problem so you're not trying to fix a symptom of another larger issue.

Who is our audience?

Is the problem systemic or isolated to one or more specific groups? What do they already know about the topic? Do we have any internal SMEs?



What happens if we do nothing?

Will the organization lose money, productivity, or customers? Work with stakeholders to quantify the impact of taking no action.

What are our measurable objectives?

Will training reduce errors, generate more revenue, add/expand KSAs within the workforce?



How will impact be measured?

What data source(s) will be used? How frequently? Who owns reporting? What will occur if desired goals aren't achieved?

Has a budget been established?

Has it been approved?

Will training reduce errors, generate more revenue, add/expand KSAs within the workforce?



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