

## Training Development Profile Form

<b>CLIENT NAME:</b>	
<b>DATE COMPLETED:</b>	
<b>COMPLETED BY:</b>	
<b>TRAINING TITLE:</b>	

With this information we can give you a reasonable estimate of the time required to complete the training project (and a preliminary estimate of cost). Please respond to every question (or indicate N/A). This form was created in Word 2003 and saved in Word 6.0. The rows expand giving you room to respond to each question as completely as possible. Please return the entire document on disk (or email attachment) to George Hepworth c/o Grover Park Consulting, 21922 48th Ave W, Mountlake Terrace, WA 98043 (<mailto:ghepworth@gpcdata.com?subject=PTP>). If you have any questions, please contact me at 425-697-5819.

	Item	Response
<b>Client Information</b>		
1.	Client information (business name, address, main phone number).	
2.	Project Lead Person(s) – name, address, phone, fax, email, hours available.	
3.	Other Project Contact(s) – name, address, phone, fax, email, and hours available (list all non-lead people who will be involved, regardless of extent, including users, testers, etc.).	
<b>Project Identification</b>		
1.	<p>What is the main <b>business problem</b> you want to address with training?</p> <p><i>Describe how performance, productivity or other issues are having a negative impact on your organization. While many kinds of performance issues can be handled with more training, or more effective training, it is important to start with a clear understanding of the current situation and how your employees' performance differs from the ideal.</i></p>	
2.	<p>Do you want GPC to conduct a <b>needs analysis</b> and recommend a training solution?</p> <p><i>A needs analysis will help you decide what type of solution will work best for your organization.</i></p>	
3.	<p>What <b>training approach</b> do you prefer? Do you want GPC to:</p> <ul style="list-style-type: none"> <li>• create training materials for you to use?</li> <li>• create materials and teach classes?</li> <li>• provide one-on-one tutoring?</li> <li>• teach from materials you have purchased from another vendor?</li> <li>• provide “train-the-trainer” classes for your internal Subject Matter Experts?</li> </ul>	

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4.	<p>If GPC recommends a solution that does not involve training for you and your employees, would you like us to help you <b>evaluate alternatives to training</b>?</p>	
<b>Training Solution</b> (The questions in the following section assume that you decide to employ a training solution.)		
5.	<p><b>Speed, quality, and cost:</b> Please identify the two factors most important to you for <i>this</i> training.</p> <p><i>These three major factors govern creation of any training. The general rule of development is that only two out of those three are possible. For example, if you need high quality materials on a short deadline, it will most likely be more expensive. This basic triad should help guide the rest of the decisions you make about this training project.</i></p>	
6.	<p><b>How many people</b> will need training?</p>	
7.	<p>Will employees have <b>released time during work hours</b> for training? If so, how will you schedule that time?</p> <p><i>Employees usually exhibit more enthusiasm for training made available during normal work hours; therefore, training is usually more effective if you can schedule employees for staggered sessions during work hours.</i></p>	
8.	<p>Who are the <b>Subject Matter Experts (SME)</b> on your staff? Identify SMEs by name, position, and area of expertise.</p> <p><i>SMEs will help GPC analyze skills and knowledge to be included in training. Typically, you will include</i></p>	
9.	<p>What role(s) will your <b>SMEs play</b>? Will they</p> <ul style="list-style-type: none"> <li>• furnish knowledge, information and access to resources about subject matter.</li> <li>• help GPC develop training materials.</li> <li>• deliver training.</li> </ul>	
10.	<p>How <b>much of your SMEs' time</b> can we expect to have committed to training development?</p>	
11.	<p>Will you <b>furnish resources</b> to create, or help create training materials?</p> <p><i>GPC can produce all of the materials for training, we can provide master copies for you to reproduce internally, or we can work with commercial materials obtained from other sources.</i></p>	
12.	<p>Do you have an <b>on-site training facility</b>? Will we need to locate and book an <b>off-site facility</b>?</p> <p><i>Some kinds of training work in a conference or meeting room. Any training involving software, of course, depends on access to computers.</i></p>	

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13.	Do you anticipate <b>distributing</b> the training to other departments in your organization or other organizations? If yes, <b>for a fee, or free?</b> And who would those groups be?	
14.	When do you want the training to <b>start</b> ?	
15.	When do you want the training to <b>be complete</b> ? What is the firm " <i>must complete by</i> " date?	
16.	Do you have a <b>maximum amount budgeted</b> for this training? If so, what is that amount?	
17.	Do you have a preliminary <b>assumption of approximately how many hours</b> you believe it will take to complete the design, development, training and evaluation? If yes, what is that total?	
18.	Who will <b>provide ongoing training support</b> ? If this is an internal person, who is that person, how may we contact them, and what is the extent of their training experience?	
<b>Hardware/Software/Network-Related Information</b> (The questions in the following section assume your training solution includes one or more software applications.)		
1.	Do all intended trainees have the <b>correct software versions</b> installed on their workstations?	
2.	Will this application be installed in a <b>network environment</b> ? Are there any network <b>server restrictions</b> regarding large amounts of data, either for <b>storage</b> or <b>transfer</b> ?	
3.	If multiple users access this application, will they <b>share data through the network</b> , or will you want to <b>distribute separate copies of data files</b> ? Please list each additional location, the contact person, and their phone number.	
4.	What are the smallest and largest monitor <b>sizes</b> in use by your users (14", 15", 17", 21", etc.)?	
5.	What are the <b>slowest and fastest CPUs</b> in use by your users (486/66Mhz, Pentium II/350Mhz, etc.)?	
6.	What are the <b>lowest and highest screen resolutions</b> in use by your users (VGA/600x480, SVGA/1040x768, etc.)?	
<b>External Data or Information</b>		
1.	Will the training need to <b>use data or information from external sources</b> ? If yes:	
2.	<b>How many</b> sources are there?	
3.	Do you have <b>established contacts</b> with owners/providers of such information?	
4.	Will <b>GPC have access</b> to that information?	

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5.	If so, how do we <b>communicate</b> with that data's manager?	
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<b>Training Evaluation</b> (The questions in the following section assume that you decide to employ a training solution.)		
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1.	<p>How do you want us to <b>evaluate your training</b>?</p> <ul style="list-style-type: none"> <li>• Pre- and post-performance evaluations</li> <li>• Objective testing over content</li> <li>• Course and instructor evaluation forms</li> <li>• Certification tests</li> <li>• Other</li> </ul>	
2.	Who in your organization will <b>receive evaluation</b> results?	
3.	<p>Do you want to establish <b>minimum performance criteria</b> for your employees? If so, describe them.</p> <p><i>Performance Criteria can help you determine both the degree to which your employees are prepared and qualified as well as telling you something about the effectiveness of training.</i></p> <p><i>However, if you decide to establish performance criteria, you must be sure the measurement and the standards you select are valid.</i></p>	
4.	Are there <b>industry standards or certifications</b> for which your employees will be tested?	