



Best practices in training needs analysis

Presentation on ESATIC experience

Global meeting of the ITU Centres of Excellence
(CoE) network

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Programme

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1. Introduction

The training needs analysis must precede the planning of training activities because it guarantees successful training plan and delivery.

This is applicable for organizations/companies as well as training centers(Centres of Excellence).

The training needs analysis is an activity that is carried out regularly within our organization.



2. The training needs analysis process by ESATIC

The training needs analysis is a two- step process:

First step : Collection of training needs from organisations

- ❑ Organizations' training plans (available every year);
- ❑ Training offers communicated by organizations;
- ❑ Visits by our sales team;
- ❑ Recommendations from professional organizations;
- ❑ Studies or reports from national and international organizations.



2. The training needs analysis process by l'ESATIC

Second step: Analysis of collected data

This step makes it possible to link the various sources of data collected and to classify expressed training needs by fields and topics.

The highly classified needs are used by our experts/trainers to make training proposals in line with the available resources and qualifications/expertise of the trainers.



2. The training needs analysis process by l'ESATIC

The training plan proposal from the training needs analysis process is then subject to annual validation by a committee comprising our trainers, representatives of several professional organizations, and regulatory agencies in the telecommunications sector.



3. Frequency of the training needs analysis

The collection of training needs through all the sources described takes place throughout the year, but data analysis/processing and then training proposals are carried out in September of every year.



4. Lessons learned from training needs analysis process.

- A training plan based on organisations' expressed needs;
- Highlight the areas in which we need to build and develop capacity of our experts/trainers;
- It helps identify training equipment/resources needs;



5. Recommendations to CoEs wishing to conduct a training needs analysis for the first time

Involve professional organizations and administrations in the training needs analysis process.

The training needs analysis can also be carried out during the promotion of training, during training delivery (feedback of participants) and after training (communicate with participants and human resources managers)



Thank you