

Training Needs Assessment & Task Analysis

GOAL: Improve work performance and retention of “talent sourcers” (call center agents)

NEEDS ASSESSMENT

- ✓ Interview SMEs
- ✓ Interview current call center Manager
- ✓ Interview new employees
- ✓ Review sample calls
- ✓ Observe current training session
- ✓ Task Analysis – Spitfire

GAPS BETWEEN EXPECTATIONS & TRAINING



CAUSES OF THE IDENTIFIED GAPS

- Lack of training manuals
 - Company specific tasks
 - Spitfire Job Aids
 - Call Strategy Guides
- Lack of time for training on platform before “live” calls
- Training Sessions are ineffective

