



Please complete your details. All information will remain Confidential Please complete and fax back to 07 32598566 or email to dir@globaltraining.com.au and I will look forward to going through it with you

First Name:

Last Name:

Workplace Name:

Address:

Phone:

Fax:

Email:

No of Staff in your Division

Assess Your Needs

Making a decision about the right training and support for your business or organisation depends on:

1. Identifying organisation or business needs
2. Identifying existing skill levels

1. Identifying Service Needs

1. Where do you want your organisation, business or department to go? What are the goals for 2010? *Please be specific.*

2. Where are you now in relation to these goals?

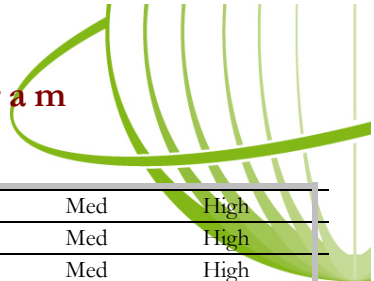
3. What team or staff challenges do you having currently?

4. What are your 3 main areas of frustration? In order of what you want fixed first.

1. _____
2. _____
3. _____



	Where I am now					Where I want to be					How important is it for my dept. (importance)		
	1 – least 5 - most					1 – least 5 - most							
Leadership Skills													
Ability to:													
Lead when necessary	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Making decisions	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Manage Change	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Anticipate problems and avoid them	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Implement Innovation	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Understand techniques of leadership	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Supervise and control activities of others effectively	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Staff Management Skills													
Ability to:													
Plan & implement work programs	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Recruit & induct staff	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Manage Staff & responsibilities	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Give positive & negative feedback to Staff	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Communication Skills													
Ability to:													
Clearly communicate	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Deal with differences directly	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Resolve differences quickly and with positive outcomes	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Determine when assistance is needed	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Ask for assistance	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Work effectively with others to pursue common goals	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Work effectively with clients	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Work effectively with staff	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Listen effectively to understand what the person is really-saying	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Motivating													
Ability to:													
Motivate self	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Motivate others	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Organisation													
Ability to:													
Set personal goals & prioritise effort	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Manage Time effectively	1	2	3	4	5	1	2	3	4	5	Low	Med	High



Plan own work schedule	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Organize yourself	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Delegate responsibility to staff	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Organise others	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Understanding Finance													
Ability to:													
Manage Budgets	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Understand Financial Statements	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Develop Key Performance Indicators	1	2	3	4	5	1	2	3	4	5	Low	Med	High
	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Planning													
Ability to:													
Identify & set realistic goals	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Develop detailed action plans to achieve the goals	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Administrative Skills													
Ability to:													
File Reports	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Write Reports	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Read site plans	1	2	3	4	5	1	2	3	4	5	Low	Med	High
Administer contracts	1	2	3	4	5	1	2	3	4	5	Low	Med	High

Existing Skill Levels

In what areas would you or your staff benefit by undertaking training?

- | | | |
|--|--|---|
| <input type="checkbox"/> Time Management | <input type="checkbox"/> Implement Operational plans | <input type="checkbox"/> Systems |
| <input type="checkbox"/> Develop work maintenance schedules | <input type="checkbox"/> | |
| <input type="checkbox"/> Employing | <input type="checkbox"/> Project management | |
| <input type="checkbox"/> Environmental policies & management | <input type="checkbox"/> Managing finances & budgets | |
| <input type="checkbox"/> Management Training | <input type="checkbox"/> Safety | <input type="checkbox"/> Policy Writing |
| <input type="checkbox"/> Customers | <input type="checkbox"/> Communication Skills | |
| <input type="checkbox"/> <input type="checkbox"/> promote innovation | | |
| <input type="checkbox"/> <input type="checkbox"/> Team Building | | |
| <input type="checkbox"/> <input type="checkbox"/> Getting on with others | | |
| <input type="checkbox"/> Administer & arrange contracts | <input type="checkbox"/> Leadership skills | |
| <input type="checkbox"/> Promoting team effectiveness | <input type="checkbox"/> | |

Do your Supervisors, Managers, currently hold any formal supervision or management qualifications?
Yes/No

Would you be interested in having current management and supervision skills recognized towards a formal qualification for you or your team? Yes/No **Your team? Yes /No**

Would you or your staff like to gain a formal qualification, improve your skills and improve your business or organisation Yes/No



If yes, what level and qualifications would interest you? *Please tick*

- | | | | |
|---|-----------------------------------|---|----------------------------------|
| <input type="checkbox"/> Frontline Management | <input type="checkbox"/> Cert III | <input type="checkbox"/> Certificate IV | <input type="checkbox"/> Diploma |
| <input type="checkbox"/> Civil Supervision | | | |
| <input type="checkbox"/> Local Government Operational Works | | | |
| <input type="checkbox"/> Customer Contact | | | |
| <input type="checkbox"/> Business | | | |
| <input type="checkbox"/> Project Management | | | |

What are the main results that you want from your training Program over the next 12 months?

THANKING YOU – We look forward to working with you over the next 12 months.

Please fax this to 07 32598566 or email to dir@globaltraining.net.au