TRAINER'S TOOLKIT

Before you design training

Five questions to turn a training request into a clear decision.

STEPS + EXAMPLE + WORKSHEET

When to use this tool

- **For trainers**

  When someone requests a course before explaining the problem.

- **For managers**

  When work falls short and the cause is still unclear.

- **For students**

  Use a project task as your starting point.

The practical framework

- **What result?**
  Name the work outcome you want.

- **What gap?**
  Compare expected work with a real sample.

- **What cause?**
  Check skills, clarity, tools and workload.

- **Who needs help?**
  Identify the people and their starting point.

- **What evidence?**
  Choose the work sample you will review later.

Start with these steps

- **Collect one sample**

  Review a recent task with the person doing it.

- **Describe the gap**

  Write what happened and what should happen.

- **Check conditions**

  Ask whether time, tools or unclear expectations blocked the task.

Put it into practice

- **Choose a response**

  Skills gap: plan practice and feedback.

- **Fix work barriers**

  Missing access or unclear process: address the barrier first.

- **Set a review**

  Agree on an owner, a date and the evidence to examine.

A worked example

- **Illustrative example**

  A small shop receives incomplete customer orders.

- **What the team finds**

  Staff understand the products, but the order form has no delivery field.

- **Practical response**

  Revise the form, explain the change and review the next ten orders.

Your reusable worksheet

Desired result

Observed gap + sample

Likely cause + evidence

Response + owner

Review date + work sample

Your next step

Choose one task.

Use the tool.

Review what happened.

Follow Tibyan for three practical development tools each week.

Original educational worksheet by Tibyan. Examples are illustrative.

Further reading:

CDC: Assess Training Needs