
Who should conduct the training needs assessment? Why?

The consultant

- must understand the TNA process
- must be independent
- must adhere to high ethical standards to ensure confidentiality
- must have skill at facilitating focus groups
- must have skill at conducting individual interviews
- must be a proficient oral communicator
- must be an attentive listener
- must be a skilled writer
- must work well as a project team member
- must be knowledgeable about essential skills

The consultant:

- Is trained to perform the TNA
- Has no power in the workplace and is seen as neutral by both employees and management
- Is a professional third party
- Has a clear mandate
- Clearly understands the ethical responsibilities that go with the position