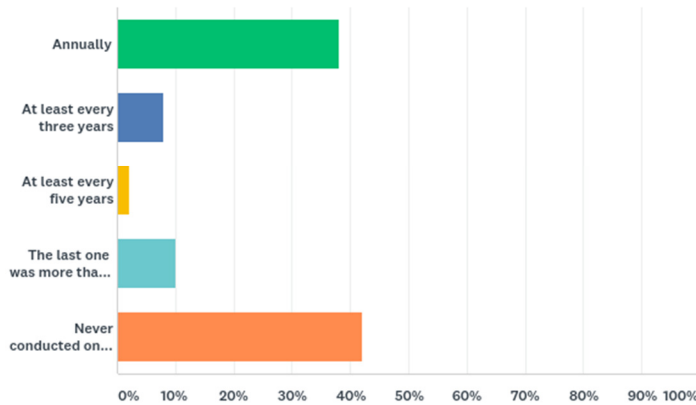


Results – SHRMLV Training Needs Assessment Survey (October 2018) (52 Respondents)

Q1 Our company conducts a comprehensive Training Needs Assessment:



Question 1 Answer Key:

Annually – green

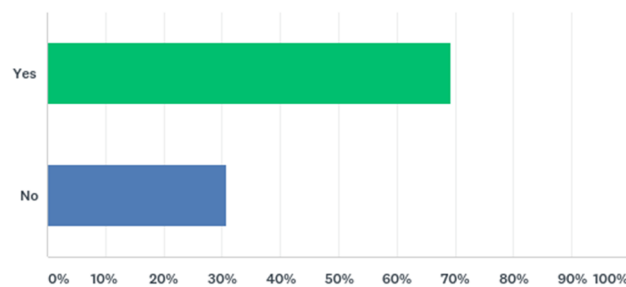
At least every three years – dark blue

At least every five years – yellow

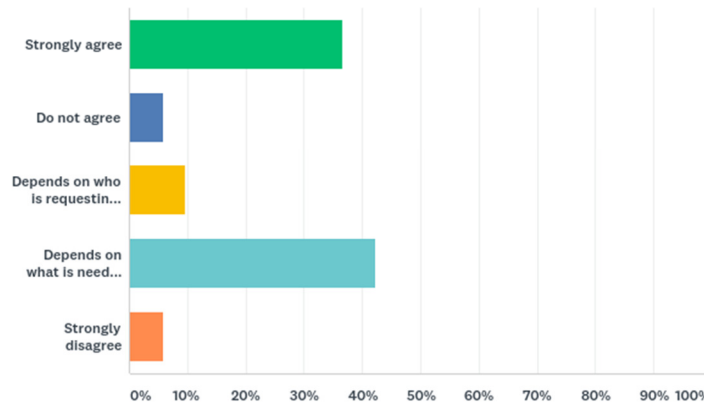
The last one was more than 5 years ago – light blue

Never conducted one to my knowledge – orange

Q2 Our company has an annual budget for training:



Q3 Training in our organization is supported by adequate funding to ensure necessary training occurs:



Question 3 Answer Key:

Strongly agree – green

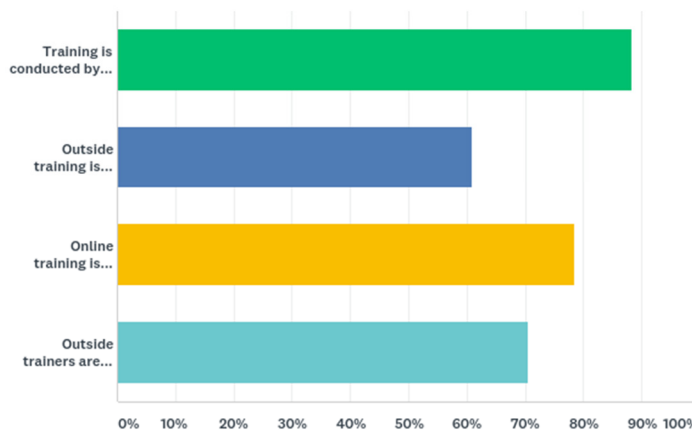
Do not agree – dark blue

Depends on who is requesting it – yellow

Depends on what is needed and the cost – light blue

Strongly disagree - orange

Q4 Check all the training types that apply for your organization:



Question 4 Answer Key:

Training is conducted by in house staff - green

Outside training is provided at local colleges and/or other training vendor locations – dark blue

Online training is accessed when possible - yellow

Outside trainers are brought in house to train staff on various topics – light blue

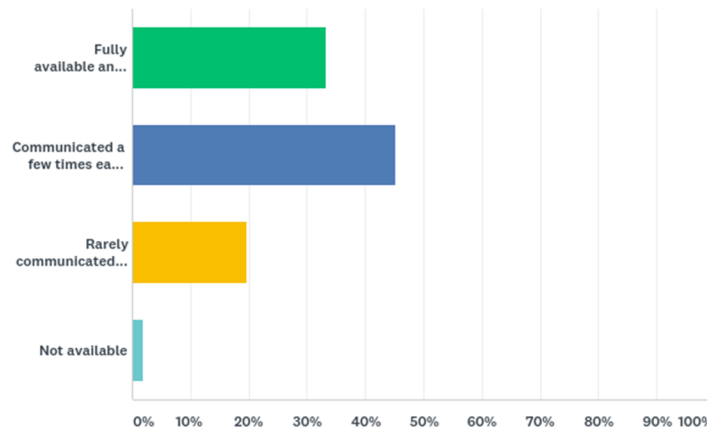
Comments:

-Our industry requires annual refresher training (8 hours) for all employees and outside contractors. Independent drivers receive an annual two hour training in addition to on-site training provided by us periodically for new hires.

- We have a dedicated training department that trains new hires and existing staff. Professional development and certifications are handled by third parties.

- We have person assigned this role at our corporate level.
- We generally create all of our training internally, or send staff to outside organizations for public training- ex., Dale Carnegie. We occasionally opt to bring in external trainers on specialized topics. We find the cost of external trainers to usually be too expensive for a smaller company our size.

Q5 Access to outside or online training is:



Question 5 Answer Key:

- Fully available and communicated regularly- green
- Communicated a few times each year and is readily available – dark blue
- Rarely communicated or encouraged - yellow
- Not available – light blue

Q6 What training grants do you use/receive (such as WEDnet etc.)

Responses:

- WedNet – 8 Responses
- AMDM
- PA Grant
- WEDnet, previously Industry Partnership, Customized Job Training grant, Ben Franklin grant, state apprenticeships
- DNA
- Skillsoft
- I believe we use WEDnet funds, but those funds are not available to all departments.

Q7 A training course we provided with much success that other companies should be made aware of is:

- Leadership LV – NCC
- DISC, IOPT
- Compliance Training
- Presentation Skills - Dale Carnegie Supervisor Development - MRC
- Leadership Training
- As a NP we try and partner with other NP's that have grants to provide training at little to no cost. We also look to create partnerships/sponsorships where we are provided training in return for recognition/advertising/in-kind benefits.
- Litmos Technology

- Management and Leadership development
- Relias Learning
- 5 Levels of Leadership, People Code Interpersonal Skills, Oz Accountability, Crucial Conversations
- Killer Customer Service
- Leadership Challenge workshops
- DNA
- SLII
- Udemy. Licenses are marginal in the morale booster we received from our staff for having access to this. First 10 licenses were \$240 each. Little less for each subsequent one we added.
- Leadership Development Program
- DISC

Q8 One area or topic employees in our company are most in need of training is:

- Conflict Resolution (2 responses)
- Leadership (6 responses)
- Customer service (2 responses)
- Harassment prevention training (2 responses)
- Communication (2 responses)
- Critical Thinking Skills (2 responses)
- Supervisor training/Management training (3 responses)
- Dealing/managing with difficult people (2 responses)
- Technical training, electrical maintenance, skilled trades, mechanical skills training (4 responses)
- How to recruit and retain Gen Z.
- training related to specific job
- Change management
- Training other than safety, i.e., benefits, manager training, etc.
- Inclusion
- Emotional Intelligence
- Group Marketing - Social buy in to promote our company and products.
- Ongoing company product knowledge
- Behavioral training for dementia
- IT
- FMLA
- Interviewing
- Agility
- Effective Communication for Managers
- Collaboration and Teamwork