



NEEDS analysis worksheet for job aid worksheet tool

APPENDIX – G

Planning is critical to developing an effective job aid. Use the following needs analysis worksheet to help in the design phase. Answer the following questions:

WHY is the job aid needed?

WHO will use the job aid?

WHAT level of experience does this group have with the topic or company?

WHERE will the job aid be used

HAVE job aids been used before with this group? If yes, what format did or did not work well for this audience

WHAT topics will be included and what is the logical order for the topics?

WILL the job aid be incorporated into an instructor-led or e-learning training program? Will training be required for the job aid?

WHAT budget is available for this project?

WHAT media and format will be used?

- Print-based: Indicate size and format: paper, booklet, poster, tabletop tent card, laminated card or other.
- Online help: Write down name of help authoring tool.
- Internet-based: Write down the name and URL of the website for posting.
- Multimedia-based: Indicate format - VCR tape, DVD, online video clip or audio.

HOW will the job aid be implemented and distributed initially? What are the plans for new staff to get the job aid

HOW will users access the job aid?

WHAT are the maintenance considerations and timing for updates?

WHAT type(s) of job aids will be developed?

- Decision tree
- Checklist
- Step-by-step instructions
- Flowchart or graphic map
- Look-up table
- Worksheet or form
- Reference source

WHAT are the timeframes for this project?

- Proposed date for initial draft
- Proposed date for final draft
- Proposed date for pilot
- Proposed date for implementation

WHO are the people on the project team?

- Developer
- Content provider(s)
- Subject matter expert
- Content reviewer(s)
- Final approval

www.performanceSolutions.nc.gov/developmentInitiatives/KnowledgeTransfer/Models/NeedsAnalysisforJobAidWorksheetTool.doc