

Workplace Needs Assessment – Supervisor Interview (created by Boston PIC)

General Information:

1. Name:
Title:
Dept:
Years at _____:

Overview of people supervised:
number job title/shift culture/language seniority

Best time for classes:

Communication/Literacy Skills:

Three specific examples of work challenges related to communication/literacy

How do you/your staff currently handle these challenges? What has/hasn't worked?

Job tasks requiring
Reading/Writing:

Listening/Speaking/Pronunciation:

Math/Computers:

Additional skills important to strong performance in your department:

Job Development:

What opportunities exist for job advancement in your department?

What communication/literacy skills would help workers achieve job advancement?

Training:

What job related training (OJT, or other) workers receive?

Who conducts this training?

Opinion of its effectiveness?

when hired:

ongoing:

Have there been recent technological changes here?

Do you anticipate upcoming technological changes that will effect training?

Other:

11. Any additional comments (skills to be emphasized, topics to be covered)

Please provide materials from department to be analyzed/used in class: (memos, forms, travel cards...)

13. Would you be willing to have me observe workers in your department?

Workplace Needs Assessment – Workers

General Information:

1. Name:
Title/Dept:
Seniority:
Country of origin:
Languages:
Shift (Days/times):

Best time for classes? Why?

3. Job Responsibilities (general, i.e. a typical day):

Communication/Literacy Skills:

What do you do at work that involves:

Reading/Writing:

Listening/Speaking:

How would you describe communication between supervisors/workers?

How would you describe communication between different language groups?

Math/Computers:

Which of the above do you want the most help with (give specific examples)

Examples of work challenges related to communication/literacy?

How do you deal with these challenges?

Training:

What training did you receive? Who conducted the training? Was it enough? Should it be improved? How?

for new employees: (ask 2x for OJT and H&S) Ex: How did you learn the different parts of your job?

ongoing:

needed/wanted but not currently offered:

Job Development:

How do people get promoted? What do you need to get promoted?

What other jobs would you like to have (at the company/elsewhere)?

What skills/training do you need to get that job? Can you get that training here?

Are you interested in other types of education/training outside of work?

In your opinion, what makes a person a good worker here:

Education Program:

What would be the barriers to your participation in an education program here?

14. What would make it possible for you to participate?

15. Any additional comments about what you would like to have included in the classes, etc.