



How are your learning and development programs meeting your employee's needs?

As a Human Resources or Learning and Development leader your 'customers' are the employees in your organisation.

These employees are the recipients and hopefully the beneficiaries of your L&D programs. Conduct this quick audit to assess how well your current programs are meeting your customers' needs.

Rating scale:

1 = We are not meeting this need. 5 = We are meeting this need.

Employee (E) or organisational (O) need	Rating (1 to 5)	What actions could you take to better meet your employees' or organisation's needs?
Are your current programs flexible, affordable and accessible to all levels of employees within the organisation? (O)		
Are you easily able to scale your programs to support the majority of your employees, or only a few? (O)		
Do your programs support diversity and inclusion in the workplace? Are they customisable to meet the needs of different individuals or cohorts? (E and O)		
Do your programs allow for the changing face of leadership, including education, cultural, generational and other differences? (E)		
Are your programs off-the-shelf 'one size fits all' or customisable to meet the specific needs of your organisation, industry or team? (E)		
How sustainable are the learnings of your programs? (E and O)		
Do your employees see your learning and development programs as a privilege or a burden (where 5 is a privilege)?What is in it for them? (E)		
Do your executive team see training and development as an indulgence or a necessity (where 5 is a necessity)? (O)		
Total score:		



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Results

Score of 36+

Well done. You have solid programs supported by your executive team and valued by your employees. You are able to scale to meet your organisational and employee needs. However, there are still probably things you would like to change. Make a list of the three top changes you would like to make to your programs to improve their effectiveness.

Score of 27 to 35

You are doing some things right but there are a few gaps. Resources are being wasted – time, money and/or effort. Focus on the key pain points and find solutions before you implement your next program. No business can afford to waste resources with ineffective programs.

Score of 15 to 26

You probably need more data to really understand what is working, what is not and what you need to do differently to critically review and constructively discuss the changes needed moving forward to maximise the return on investment of your learning dollar. Perhaps conduct a focus group with current employees and take some time to understand what alternatives there are in the marketplace.

Score of under 15

Stop what you are doing right now. You are wasting your resources – time, effort and/or money – and potentially, your programs may even be disengaging rather than engaging your employees. You may be wedded to these programs and perhaps they worked in the past, but they are not working now. Spend the time to critically review and constructively discuss what needs to change moving forward to maximise the return on investment of your learning dollar.

