

## Are The Necessary Skills Available?

### Regular Processes

Many activities within an organisation are routine or planned in advance and therefore should be regularly assessed in order to determine the extent to which training and development are necessary. This checklist can be used as a prompt to identify areas that may require training to prevent bottlenecks.

Appraisal	New markets
Assessment Centres	New procedures
Audit	New products
Critical Incidents	New standards
Downsizing	New systems
Induction Training	Other training events
Internal promotions	Performance Management
Internal transfers	Skills shortages
New equipment	Succession Planning
New legislation	

### Skills Checklist

Below is a list of the main training areas which are to be found in many organisations. It can be used to identify areas that may need attention in your organisation.

Accounting	Employment Law	Personal Efficiency Programme
Appraisal Skills Training	Equal Opportunities Training	Presentation Skills
Assertiveness Workshop	Executive Leadership	Project Management
Business Communication	Financial Skills	Quality Management
Business Ethics	Goal Setting	Selling Essentials
Business Strategy	Harassment	Small Business Management
Business Writing Skills	Human Resource Development	Strategic Management
Career Development	Human Resource Management	Stress Management
Change Management	Induction Programme	Supervisory Skills
Coaching & Mentoring Skills	Interviewing Skills/Techniques	Supply Chain Management
Conflict Management	Leadership	Report Writing
Consulting – Internal and External	Managing Conflict	Team Building
Continuous Improvement	Managing Difficult People	Team Skills
Creativity	Managing Resources	Team Leader Skills
Customer Service training	Marketing Introduction to	Telemarketing Skills
Customer Relationship Management	Meeting Skills	Time Management
Diversity Training	Motivation	Train the Trainer
Drug / Substance Abuse	Negotiating Skills	Training Skills
Emotional Intelligence	Performance Appraisal	Workplace Safety
	Personal Assistant Skills	Workplace Violence

