The Case for Learning Assessment and Planning

The recent challenges government agencies are facing have highlighted the importance of **helping teams adjust** and **adapt to new ways of working**. Thoughtful leaders have recognized that training and support is both necessary and urgent. At the same time, agencies need to be cautious about expending resources, and are seeking ways to upskill new and incumbent employees as quickly and cost-effectively as possible. **Government agencies face several training challenges:**

According to a 2020 World Economic Forum report, 85 million jobs are predicted to be displaced and 97 million new ones will be created by 2025. Government agencies are no exception.

Government programs and policies are changing.	Organizations are seeking new technology solutions.	Employee roles are changing.
As priorities shift and funding is redirected, workers need to stay on top of program and policy changes if they are to continue to serve constituents to the best of their abilities. A recent LinkedIn Learning survey indicates that 66% of government learning and development leaders believe that learning has shifted from "nice to have" to a "must have."	Technical solutions continue to be sought – not only because they speed up workflow, but because they provide a more consistent way to capture and transfer the valuable data needed for critical decision-making. Technology users must be taught to maximize the benefits by using these technologies and resulting data appropriately.	As policies, programs, tools and tasks change, roles are also evolving. According to a 2020 World Economic Forum report, 85 million jobs are predicted to be displaced and 97 million new ones will be created by 2025 – and government employees are no exception. Employees expect (and need) more support throughout this transition.

The Case for Learning Assessment and Planning

A comprehensive assessment of your learning organization, its current methods, and existing assets can help ensure that the next training decisions you make are the right ones.

Many agencies are beginning to rethink why they train, what they train, and how they train their teams. A comprehensive assessment of your current ways of working and upcoming initiatives can help you ensure that the next training decisions you make are the right ones. By identifying challenges, risks, and preparing for them with a plan, new training projects can be more efficiently and effectively addressed, helping you make the most of your future training investments. Our training plans can take the guesswork out of your next project, allowing you to capitalize on your strengths and minimize stress on your team.

What Makes a Good Training Plan?

Training plans are most valuable to organizations when they are strategically aligned, focused, minimally disruptive, and actionable, with practical tactics and a work plan to help you achieve results quickly.

Focused Analysis – Ensuring the Plan Addresses Your Priorities

Briljent's training plans can be fully comprehensive (based on all the areas shown below) or focused on only a few areas that you choose to prioritize. A training plan addresses the reasons why learning is needed, what work needs to be done, and how it can be most efficiently completed, supporting your project management approach, operational efficiency, and effectiveness.

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Typical areas of assessment can include but are not limited to:

- Agency and initiative goals and objectives
- Learning culture and performance management
- Learning team proficiency and processes
- Governance, decision-making and communication
- Competencies for new roles and reskilling
- Nature and objectives of training
- Instructional quality
- Optimized use of technology
- Content maintenance frequency and refresher and remediation opportunities
- Support and engagement of leadership
- Effectiveness and efficiency measures
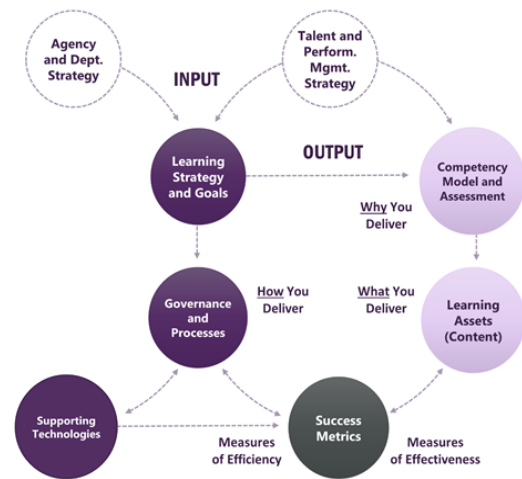
Minimal Disruptions – Working Beside Your Team

We know your time is precious, and our approach is designed with your convenience in mind. Briljent conducts its assessment and planning activities using the following process.

1 **Kick-off and Visioning.** We will meet with your learning leaders to clarify scope, establish communication protocols, and discuss your priorities. The output will be a project plan that reflects your priorities, identifies material to be reviewed, and data to be gathered.

2 **Independent Research and Analysis.** We will collect, catalog, and review relevant materials you provide. This could include your learning philosophy and preferences, desk procedures, role / job descriptions, performance measures, as well as information about specific learning initiatives.

3 **Collaborative Research and Analysis.** We will follow up with interviews, surveys or small group meetings with your team. We will prepare and send meeting agendas, interview guides, conduct research, and create summary notes following each data collection activity. This information will give Briljent the opportunity to fill in gaps about what we have reviewed independently.

4 **Data Review.** Finally, we will look for any assessment, evaluation, or performance data that suggests exceptional training outcomes that could affect your learning approach.

Actionable Output – Collaborative Decision-Making and Next Steps

After we complete our review, we will summarize our evaluation, develop the plan, and present it to your team for validation.

The Training Plan. All information will be collected into a final report, and key insights will be highlighted. The assessment will include a balanced scorecard that visualizes what we have learned and areas of strength and weakness, based on your weighted priorities. In addition, the plan will focus on the following key areas:

People – Ensuring you have the right people, in the right positions, at the right competency level to deliver training effectively.	**Technology** – Recommending ways to align and optimize your learning technology to support organizational goals.	**Learning and Governance** – Recommending a governance model that allows learning needs to be identified, funded, and implemented.
Methodology – Ensuring procedures and practices result in engaging, instructionally sound output.	**Sustainability** – Maintaining performance and quality for the long-term.	**Risk** – Identifying areas that could present roadblocks to success.

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