

Diagnostic Tool Description

The following series of tables are diagnostic tools that can be used to help you determine what deliverables will be needed based on the type of trigger, event, or ongoing training which has made the creation of training necessary. While these tools are by no means all-inclusive, they can be used as a quick “from-the-hip” evaluation of needs.

Event, Function or Trigger	Deliverables
Implementation	Training
	Documentation
	QRGs
	Needs Assessment
	Certification
Acquisition	New Processes
	Cultural Training
	Change Management
New Hires	Cultural Training
	New Hire Training
New Product/Service Rollout	Client Education
	Employee Training for Service Providers
	Product Sales Training
LMS	System Selection
	Course Selection
	Course Development

Intulogy Diagnostic Tool

Ongoing	Deliverables
Functional Training	Competencies
	Task Analysis
	Custom Course Development
Training Administration	Logistics
	Scheduling
	Registration
	Training Budget Development
Leadership	Executive Coaching
	Fast-track
Performance Reviews	Competencies
	Coaching
	360 Reviews
General Skills	Project Management
	Management
	Communications
	Customer Service
Training Department Audits	Staff
	Courses Mapping to Jobs
	ROI
Compliance	Diversity
	Safety
	Harassment
Multi-media	E-Learning Conversion
	Video
Sales	Field
	In-house
	Call Center
	Account Management
	Channel Partners
Corporate Communications	Newsletters
	Change Management Communiqués