

Supervisor Interview Needs Assessment

Date:

Interviewer:

Introduction

We're doing a needs assessment to help improve opportunities for training and education for the leadership team. We'd like to talk to all the supervisor about this, to get a better understanding as to what you need as a team, and as individuals to grow and succeed in your roles. We hope you will find it a useful opportunity to think about what training or personal development you might find useful.

The information you give is confidential. It will not be reported back to anyone in a way that will identify you. I want to ask you some questions about yourself; then about your job; then about learning and development.

The whole conversation should take about an hour. I'll be making notes to help me remember what you say. There are no right or wrong answers. All we want is what you really think.

Would you like to ask me any questions first?

Personal Assessment Questions

1. When did you start with the company?
2. In what role did you begin your career with OUC?
3. What is your current role? How long have you been in this position?
4. What training or preparation did you receive prior to, or once you entered this new role, to prepare for the new responsibilities assigned to you?
5. Do you feel you were adequately prepared for this new role? If no, what could have taken place to prepare you?
6. What is the biggest obstacle you face currently that could be minimized or removed by acquiring knowledge or skill to handle it?

Supervisor Interview Needs Assessment

Job Assessment Questions

1. Do you know the overall objectives of your job?
2. What are your responsibilities in this role?
3. Do you have a job description for your role? Do you feel it describes your role appropriately?
4. How many people do you supervise?
5. Do you work as a team?
6. Do you train/coach others? If yes, in what topics? Technical/Soft Skills
7. Do you feel comfortable in this training/coaching role?
8. Is there anything that can make your job awkward? For example, specific tasks, technical problems, staffing issues, etc.
9. What do you find most stressful about your job?
10. Which tasks do you feel less comfortable performing? What could help improve your comfort?

Supervisor Interview Needs Assessment

Learning and Development Assessment Questions

Technical

1. When did you first receive training on CC&B?
2. Have you had refresher training since then? If so, when and what did it consist of?
3. Which topics in CC&B do you find more challenging?
4. Which topics in CC&B are you most comfortable with?
5. As a Supervisor, which topics do you have to coach your staff on the most?
6. What resource materials do you use as reference materials to aid in your work?
7. What resource materials do you encourage your staff to use?
8. If you could choose five main topics from CC&B to learn, which would they be?
9. Have you had any training offered to you in the last year?
10. Did you attend? If no, why not?
11. Could developing your knowledge and skills help you be more successful at your job?

Supervisor Interview Needs Assessment

Policies and Procedure

1. Are policies and procedures clearly outlined?
2. When unclear on a particular policy or procedure, are you able to find an answer?
3. How often are policies and procedures updated? Is it communicated clearly?
4. Are there resources available where you can obtain policy and procedure information?
5. When a staff member is struggling in performing a task due to lack of knowledge or understanding of a policy or procedure, how are they coached/helped?

Soft Skills

1. What type of soft skills are essential to your job? For example, active listening, empathy, etc.
2. Have you received training in those skills? If so, when?
3. Have you received refresher training on those skills?
4. Which of those skills do you find most challenging on the job? Why?
5. What are the obstacles that keep you from being able to use the soft skills as intended?
6. As a supervisor, which soft skills do you most often have to coach your staff on?

Supervisor Interview Needs Assessment

7. What has your experience been in modeling the behavior desired of your staff?

8. Which soft skills would you like to see additional training for?

Additional Notes