

NEEDS ASSESSMENT

Training Request Diagnostic Router

A one-page intake model for deciding whether a request should become training, a job aid, a process fix, or something else.

THE TEST

A request is ready for build only when the performance gap, likely cause, owner, source material, and success evidence are clear.

- What behavior needs to change?
- What evidence shows the gap?
- Is the cause knowledge, skill, clarity, process, tool, or support?
- What is the smallest useful intervention?

DIAGNOSTIC SEQUENCE

- 1 Name**
Define the audience and target behavior.
- 2 Verify**
Find evidence that the gap exists.
- 3 Diagnose**
Sort likely causes before solutioning.
- 4 Route**
Choose course, aid, manager tool, or process fix.
- 5 Review**
Measure whether the route changed performance.

CASE SIGNALS

10
Cause categories

4
Route paths

637
Modules governed

3
LMS contexts

ROUTE PATHS

- Course
- Job aid
- Manager tool
- Process fix

RED FLAGS

- No behavior named
- No owner
- No evidence
- Solution chosen first

WHY IT WORKS

It changes the first conversation from content request to performance decision.