

Genesee Community College

**The BEST Center**  
**Business & Employee Skills Training**  
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LEADERSHIP DEVELOPMENT  
Training Needs Assessment

Company Name: \_\_\_\_\_

Completed By: \_\_\_\_\_

Title: \_\_\_\_\_

Name of Department: \_\_\_\_\_

1. Please read the following statements and give some thought to what your current knowledge, skill, or activity level is today; where 1 is basic and 5 is advanced:

**KNOWLEDGE AND SKILL STATEMENTS**

**SELF-ASSESSMENT**

**COMMUNICATION**

Breaking down barriers to communication	1	2	3	4	5
Effective listening	1	2	3	4	5
Building relationships	1	2	3	4	5

**CUSTOMER SERVICE**

Setting goals related to customer service	1	2	3	4	5
Dealing with difficult customers	1	2	3	4	5
Sales	1	2	3	4	5

**HUMAN RESOURCES**

Negotiation	1	2	3	4	5
Social Media policy experience	1	2	3	4	5
Understanding of HR issues and best practices	1	2	3	4	5
Ability to make appropriate hiring decisions	1	2	3	4	5
Ability to conduct hiring interviews and screen candidates appropriately	1	2	3	4	5
Coaching	1	2	3	4	5
Performance Management	1	2	3	4	5
Violence in the Workplace	1	2	3	4	5
Sexual Harassment	1	2	3	4	5

**LEADERSHIP**

Creating vision	1	2	3	4	5
Ability to execute strategic plans and achieve strategic goals	1	2	3	4	5
Negotiation	1	2	3	4	5
Recognizing leadership style and application to improving work environment	1	2	3	4	5
Ability to negotiate conflict and promote positive conflict	1	2	3	4	5
Recognizing leadership potential in team members and providing mentoring/coaching	1	2	3	4	5
Effective time management and organizational skills	1	2	3	4	5
Leading Change	1	2	3	4	5

**MANAGEMENT/SUPERVISORY**

Building Teams	1	2	3	4	5
Improving teamwork	1	2	3	4	5
Encouraging performance improvement	1	2	3	4	5
Empowering staff/motivating	1	2	3	4	5
Maintaining morale on teams	1	2	3	4	5
Setting goals	1	2	3	4	5
Building collaboration with staff	1	2	3	4	5
Building trusting relationships	1	2	3	4	5
Setting and communicating policies	1	2	3	4	5
Negotiation	1	2	3	4	5
Ability to manage multiple generations in the workplace, understanding the unique needs and/or circumstances for each diverse population	1	2	3	4	5
Effective supervisory/management skills for newly promoted supervisor	1	2	3	4	5
Effective time management and organizational skills	1	2	3	4	5
Ability to negotiate conflict and promote positive conflict	1	2	3	4	5
Managing Change	1	2	3	4	5

**MARKETING**

Social Media skills	1	2	3	4	5
Ability to create a strategic marketing plan	1	2	3	4	5

**PERFORMANCE MANAGEMENT**

Coaching staff	1	2	3	4	5
Communicating expectations	1	2	3	4	5
Setting performance goals	1	2	3	4	5
Writing job descriptions	1	2	3	4	5
Ability to communicate expectations and goals through performance reviews and/or routine meetings with staff	1	2	3	4	5

Ability to hold team accountable to performance measurements	1	2	3	4	5
Ability to appropriately discipline staff not achieving strategic goals	1	2	3	4	5

**PROBLEM SOLVING**

Problem Solving	1	2	3	4	5
Creative thinking	1	2	3	4	5
Critical thinking	1	2	3	4	5
Ability to negotiate conflict and promote positive conflict	1	2	3	4	5

**PROJECT MANAGEMENT**

Project management	1	2	3	4	5
Identifying methods to improve process/procedure	1	2	3	4	5
Effective time management and organizational skills	1	2	3	4	5
Project software	1	2	3	4	5

**RELATIONSHIP BUILDING**

Recognizing how a person's feelings affect relationships and the work environment	1	2	3	4	5
Ability to stay flexible through change	1	2	3	4	5
Understanding what motivates each member of your team, and how to build morale	1	2	3	4	5
Understanding of how different personalities work together, benefits of different personalities in teams	1	2	3	4	5
Ability to negotiate conflict and promote positive conflict	1	2	3	4	5
Ability to establish trusting relationships	1	2	3	4	5
Ability to understand and appreciate diversity	1	2	3	4	5

**TRAINING AND DEVELOPMENT**

Training and development	1	2	3	4	5
Curriculum design	1	2	3	4	5
Presentation Skills	1	2	3	4	5
Effective time management and organizational skills	1	2	3	4	5

1. Our company has provided sexual harassment training to all staff and supervisors? Yes No

Refresher required? Yes No

2. Our company has provided Violence in the Workplace training to all staff and supervisors?

Yes No

Refresher required? Yes No

3. Our company has a current formal performance management system in place? Yes No

May we have a copy of your performance appraisal form and process?