

8 Process Capabilities of Great **Training** Organizations

Align

Does training align with and impact business results?

Needs Analysis

Do we have performance gaps that will benefit from training or another enabler?

Develop Content

Once a need is identified, create a performance solution

Deliver

Implement performance solution

Measure and Analyze

Using agreed upon business measures, does the solution impact business results to requirements?

Integrate Technology

How can we use technology to support the other seven capabilities?

Administer

Manage training and performance logistics

Manage

Maintain the portfolio of training and performance solutions and programs