Building an effective training program
Gap Analysis

HSI Industrial Skills — Reliability Matters

Why is a Gap Analysis Critical in Creating a Training Plan?

A gap analysis helps organizations determine how to achieve their business goals. In terms of health care, it's like the medical history and full-body workup of your training program.

The most dangerous problems are the ones you don't know about. You may avoid a checkup because you feel fine or ignore symptoms of a possible illness because it's too time-consuming. However, to identify a potential problem or make an informed decision about treatment, you must know as much as possible about what's wrong.

Just like in health care, you must understand how well your training program is working, identify how effective it could be, and commit to a plan to fill the gap between the two. This exercise exposes areas of your training program that aren't performing well and provides the opportunity to develop an action plan to close the gaps.

How Does a Gap Analysis Impact Your Training Program?

The gap analysis is a crucial step in the planning process because it helps you gain a better understanding of your training system. It compares your process to established standards, which outline expectations for each component and offers a framework for evaluating and organizing training. This analysis is essential for building an effective training program.

Organizations often find it challenging to fully understand a problem. When you're too close, it's hard to see how different challenges connect and how they impact each other. To effectively pinpoint the root causes of a problem or assess a system's potential for growth, it's crucial to uncover, map, and organize these connections.

Once the map is in place, you can establish clear job descriptions, define responsibilities, and resolve conflicts promptly because everyone understands their roles and boundaries in various situations.

How Have Other Organizations Successfully Used a Gap Analysis?

Every organization is unique. Each time a gap analysis is conducted, it reveals distinct insights. Here are two examples of how this analysis has been used and the results it produced.

- A utility company in Florida, registered as a Distribution Provider, had to *identify gaps in their apprenticeship and journeymen training program* when compared to their needs. A task list was developed for both positions to highlight where training gaps led to missed opportunities for new hires. A structured training plan was developed based on the task lists. Suitable training materials were identified where gaps were found.

- A utility company registered as a Distribution Provider, Transmission Operator, and Transmission Provider in SERC had to *assess their training program for PER-005 compliance.* By conducting a gap analysis, they identified areas that needed improvement. These areas included training related to RTRRTs, which were identified through interviews. They also needed to create qualification cards for these RTRRTs. Finding these gaps was essential for evaluating their program's compliance with PER-002 and establishing a training plan to further enhance the program's content.

A Gap Analysis exercise exposes areas of your training program that aren't performing well and provides the opportunity to develop an action plan to close the gaps.

How Does a Gap Analysis Work?

A gap analysis compares your training program to established standards. The gap represents the difference between where things are now and where they should be. By analyzing the factors behind these differences, you gain an understanding of why expectations aren't being met. Once these causes are identified, you can develop and test plans to address them.

Every part of operations should align with your organization's goals. Have each department routinely perform a gap analysis, like a checkup, to make sure team objectives are clear and everyone has the necessary resources and training to achieve those goals.

Team leaders and managers are responsible for smooth operations, but every individual plays a role in keeping the organization reliable. To effectively use an assessment tool like a gap analysis, everyone must participate and understand their role's importance. If changes are needed, everyone's cooperation is crucial to ensure the entire team works together toward a common goal.

About HSI

HSI is your single-source partner for EHS, Compliance, and Professional Development solutions. HSI provides integrated e-learning content, training solutions, and cloud-based software designed to enable your business to improve safety, operations, and employee development. Across all industries, HSI helps safety managers, and technical employees, human resources, first responders, and operational leaders train and develop their workforce, keep workers safe, and meet regulatory and operational compliance requirements. HSI's focus is on training, software, and services for safety and compliance, workforce development, industrial skills, and emergency care. HSI is a unique partner that offers a suite of cloud-based software solutions including learning management, safety management, chemical SDS management, and more, integrated with content and training so businesses can not only monitor and manage multiple workflows in one system, but train employees via one partner.

For more information, visit **hsi.com**