



# Training Needs Analysis

Providing the right skills to the right people at the right time.

Our primary objective is to identify the skills and development activities required to operate your network profitably.

Our training service options are designed specifically for the rapid transfer of skills and knowledge to your wireless network associates. Our focus is to provide the right skills to the right audience at the right time. Utilizing Motorola's Training Needs Analysis service will help guarantee that your organization has a specific and targeted training plan for your network.

Motorola's Training Needs Analysis is a custom service designed to identify the specific, technical skill development needs for your network configuration. The primary objective is to identify the skills and development activities required to operate a profitable network.

## PROCESS

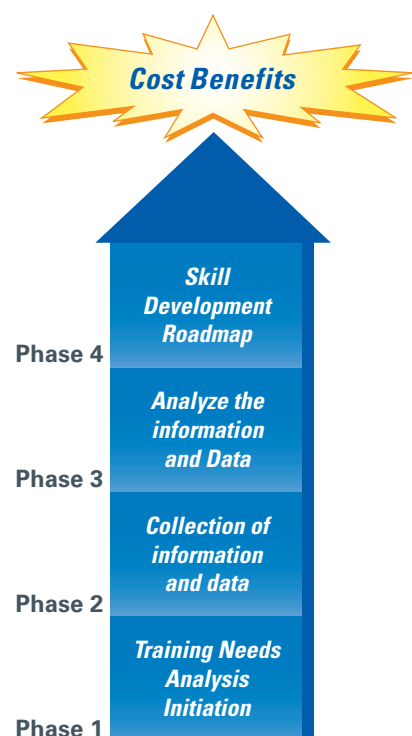
The Motorola Training Needs Analysis service adheres to a rigid process, based on human performance technology research, to insure accurate outcomes. The Training Needs Analysis proceeds through four phases:

**Phase One:** Training Needs Analysis Initiation This phase is very similar to a project kick-off meeting. The scope of the Training Needs Analysis is defined and agreement is reached.

**Phase Two:** Collect Information and Data During this phase, representatives from Motorola will visit your organization to identify your network configuration and organizational structure to support the network and to identify the job roles within your organization. Information about employees' previous engineering experience, training, primary tasks, and tools used will be collected through interviews and surveys.

**Phase Three:** Analyze the Information and Data Motorola Subject Matter Experts will review the information and data collected in Phase Two and identify any skill gaps that exist. Phase Three forms the basis of the Skill Development Roadmap.

**Phase Four:** Skill Development Roadmap The Skill Development Roadmap will be created based on the skill gaps identified by the Subject Matter Experts in Phase Three. Motorola will deliver this detailed document to you so that you may begin improving your organization.



## DATA SHEET

### TRAINING NEEDS ANALYSIS

Providing the right skills to the right people at the right time.

The challenges presented in delivering profitable wireless communications are multiplying with rapidly evolving technology and increasing subscriber expectations for service anytime and anywhere.

Motorola can support you in providing and sustaining the highest quality of service to your subscribers through our comprehensive Lifecycle Services and Software portfolio. Our efficient and effective network support services and associated software will help you optimize your networks for maximum availability and operating efficiency.

We translate our global expertise and understanding of the marketplace to deliver solutions customized to meet your specific needs. These flexible solutions complement the contributions of your own staff, so you benefit from the greatest possible return on your network investment.

## BENEFITS

### Skill Development Roadmap

The outcome of a successful Training Needs Analysis is a specific Skill Development Roadmap for your organization. This roadmap will clearly identify the detailed training programs and curriculum paths for your organization's job roles.

### Cost Savings

With a defined Skill Development Roadmap for your organization, you will be able to identify the training activities that are required for your network configuration. This will help avoid training activities that may not directly impact the role of the associates, which could lead to financial savings.

### AVAILABILITY

If you have any questions about how we can help you with your Training Needs Analysis requirements, contact your Motorola training representative today or visit us on the web at <https://mynetworksupport.motorola.com>



**MOTOROLA**

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