Needs Analysis Results: Building Bridges for Education

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Introduction

The goal of this needs analysis is to identify the root cause of the recent decrease in employee retention at BBE. By evaluating the performance issues, we can determine the root cause and offer one or more solutions to bridge the gap. This project will be supported by Sophia, the Chief HR Officer.

The Issue

BBE has been struggling with a decrease in employee retention leading to high employee turnover.

The Goals

Building Bridges for Education will see a 20% increase in employee retention over the next few years.

The Performance Gaps

Based on the interviews, it appears that there is a huge gap in training managers about people skills. Another observation is that managers are trained on the project management aspect, but not on socio-emotional aspects of dealing with people. Based on the interview with the Chief Operating Officer, there is not an observable, measurable definition of engagement. It was stated that " There is a heavier focus on project management training for managers." According to HR, employees report a sense of not being valued, feeling overworked, and constant change in roles and responsibilities. The ideal performance would be that managers have an intentional approach to driving employee engagement. A rising concern in employees was that they would like opportunities for flexibility and growth. Overall, we need an initiative to help employees feel seen, heard, and valued.

Training as a Solution

Training is a viable solution in this instance because soft skills can be learned and practiced. I would like to conduct further analysis to determine what type of training and/or initiatives would best fit the company's goals.