

# Training Needs Analysis Fact Sheet

## Business Health Check

The **Small Business Health Check** is an **organisational analysis**, which means an analysis related to the needs of the organisation as a whole. It identifies where training should be used to achieve organisational goals, objectives, targets and business plans.

It uses a **top-down approach**, diagnosing where the business is at and where it wishes to be. Following diagnosis, training is generally part of the resulting action plan. The Skills Alliance conducts this Business Health Check in partnership with the Queensland government initiative **Small Business Solutions**.

The Business Health Check is part of a mentoring program and takes 2 hours. This tool is used to assist the mentor develop a beginning point for the mentoring process. It provides the business owner and mentor with some key questions to focus the discussion at the initial mentoring sessions.

The Business Health Check “diagnoses” the overall performance of the business with objective assessment of strengths and development needs. It also provides an understanding of the future stability and growth potential of the industry.

Once your Business Health Check is complete, you and your mentor are now in an informed position to commence the coaching process. This is where your mentor will help you identify key issues, develop strategies and find solutions.

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### YOUR BUSINESS HEALTH CHECK

The following 5 categories will be discussed with a **Small Business Solutions** mentor:

1. Customer Awareness
2. Relationships and Networks
3. Competitiveness
4. Decision Making
5. Product and Services

Your mentor will be able to assist with a complete range of small business issues, including:

- Cash Flow
- Business & Financial Planning
- Marketing Strategy
- Staff Retention
- Customer Service
- Quality Control
- Skills Recognition & Training
- Growth, marketing development & export