**SURVEY ON EDUCATION AND TRAINING NEEDED**

MIDDLE MANAGEMENT

# GOAL

The aim of this assessment is to evaluate the needs for education and training of staff. What kind of training do you need in order to become a better staffmember?

# Please mark the skills needed. You can mark more than one.

I need better language skills in

|  |
| --- |
| Icelandic |
| English |
| I don´t need any further training |
| Other |

I need more training regarding services and communication

|  |
| --- |
| Questioning skills |
| Active listening |
| Appearance and expression |
| Dealing with difficult clients |
| Respecting clients’ privacy and the handling of personal information |
| Written communication |
| Making your views heard |
| Conveying information to other members of staff |
| Service courses |
| I don´t need any further training |
| Other |

I need training in understanding the needs and expectations of customers from different cultures

|  |
| --- |
| Main characteristics of nationalities visiting Iceland |
| Communication customs/habits of different nationalities |
| Knowledge of different cultures/ people’s diversity |
| I don´t need any further training |
| Other |

I need training in safety

|  |
| --- |
| Self-defence |
| Fire drill, prevention and evacuation |
| Further information regarding health and safety regulations |
| First-aid |
| I don´t need any further training |
| Other |

I need training in sales of products and services

|  |
| --- |
| Product knowledge |
| Sales techniques |
| Digital marketing/Social media |
| I don´t need any further training |
| Other |

I need training in company processes

|  |
| --- |
| Handling lost property |
| Quality control |
| Clear customer service procedures |
| Keeping track of improvement suggestions |
| Knowing company’s strategy and values |
| I don´t need any further training |
| Other |

I need knowledge on local surroundings

|  |
| --- |
| Local leisure/recreation |
| Local travel organizers |
| Local knowledge – nature and environment |
| I don´t need any further training |
| Other |

I need training within finances

|  |
| --- |
| Receiving payments |
| Invoicing |
| Daily account settlement |
| Operations |
| I don´t need any further training |
| Other |

I need a computer course/courses

|  |
| --- |
| Excel |
| Word |
| Navison |
| Other programs, which? |
| I don´t need any further training |
| Other |

I need training in leadership

|  |
| --- |
| Stress management |
| The supportive leader |
| Being initiative |
| Building trust |
| Building up teams |
| Positive communication |
| Decision making |
| I don´t need any further training |
| Other |

I need training in human resources management

|  |
| --- |
| Sick leave |
| Vacation rights |
| Employee rights and duties |
| Wage structures |
| Difficult employees |
| On-board training |
| Employee development talks |
| I don´t need any further training |
| Other |

I need training in management

|  |
| --- |
| The organization of the work place |
| The planning of shifts |
| Project control |
| Project management |
| Attendance |
| Time management |
| Goal settings |
| Writing reports |
| I don´t need any further training |
| Other |

Identify other skills or training needed

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |