

Educational needs survey

The aim of this assessment is to evaluate the needs for education and training of staff. What education or training does your staff need to become even better?

Educational needs survey: Middle management

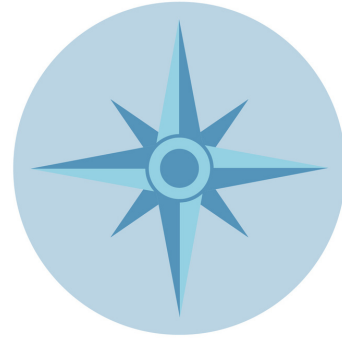
Instructions for setting up a survey

1. Make a list of the employees who should receive the survey.
2. Choose a survey tool, as such Google Forms or Microsoft Forms.
3. Choose questions/statements for the survey. You can copy statements from the examples below. You can use all of the example statements or choose the ones you think suit best for your company.
4. Write a short introduction to the survey. You can use the example below and/or adjust it as needed.
5. Share the survey with the staff, for example by sending them an e-mail or sharing a link to the survey on social media groups/workplace.

Example of survey introduction

Dear employee,
To evaluate the need for education and training, we/I kindly ask you to answer the following survey. The goal of the survey is to assess what education and training you need to become an even better staff member. Note that the survey is anonymous and individual responses cannot be identified.
Please click here to answer the survey: [insert link]

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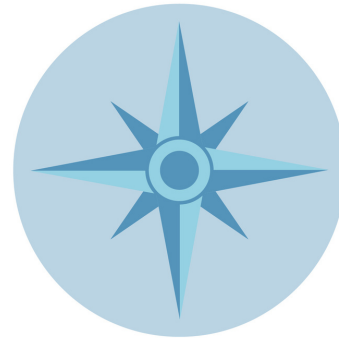


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Please mark the skills needed. You can mark more than one.

- 1) I need better language skills in
 - Icelandic
 - English
 - I don't need any further training
- 2) I need more training regarding services and communication.
 - Questioning skills
 - Active listening
 - Respecting clients' privacy and the handling of personal information
 - Appearance and expression
 - Dealing with difficult clients
 - Written communication
 - Making your views heard
 - Service courses
 - Conveying information to other members of staff
 - I don't need any further training
- 3) I need training in safety.
 - First-aid
 - Self-defence
 - Fire drill, prevention and evacuation
 - Further information regarding health and safety regulations
 - I don't need any further training

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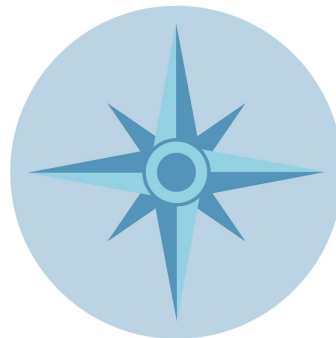


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Please mark the skills needed. You can mark more than one.

- 4) 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
- 5) I need training in sales of products and services.
 - Product knowledge
 - Digital marketing/Social media
 - Sales techniques
 - I don't need any further training
- 6) I need training in company processes.
 - Keeping track of improvement suggestions
 - Quality control
 - Customer service procedures
 - Handling lost property
 - Knowing company's strategy and values
 - I don't need any further training
- 7) I need knowledge on local surroundings.
 - Local leisure/recreation
 - Local travel organizers
 - Local knowledge – nature and environment
 - I don't need any further training

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

8) I need training within finances.

- Receiving payments
- Invoicing
- Daily account settlement
- Operations
- I don't need any further training

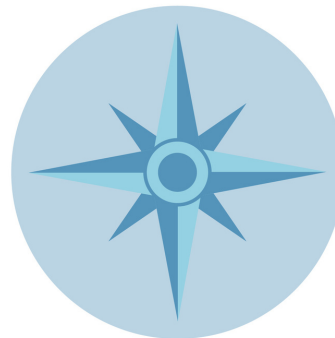
9) I need a computer course/courses.

- Excel
- Word
- Navision
- PowerPoint
- Outlook
- I don't need any further training

10) I need training in leadership.

- Stress management
- Being a supportive leader
- Showing initiative
- Building trust
- Building up teams
- Positive communication
- Decision making
- I don't need any further training

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

11) 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

12) I need training in management.

- The organization of the workplace
- The planning of shifts
- Project control
- Project management
- Attendance
- Time management
- Goal settings
- Writing reports
- I don't need any further training