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Workplace Audit Interview Questions

Note: As you are gathering information for your Gap Analysis of Workplace Needs, you may find the following basic skills audit template helpful as a framework for your interviews with your targeted learners in the workplace. The questions can be altered to make these appropriate for also gathering information from the perspective of managerial and supervisory staff.

The source for these questions is the Adult Training and Development Network (ATDN) of the Capital Region Education Council (Connecticut).

| | Questions | Notes |
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| Background | What is your title and job description? How long have you been in this job? How did you learn this job? What special training did you have for this job? How important are reading, writing and math to the successful completion of your job? What do you find is the most challenging part of your job? What is the most important part of your job? What could go wrong if you didn't do this part of your job correctly? | |

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| Literacy Tasks | <p>Will you please show me the books, manuals, forms or charts you read in order to do your job?</p> <p>Which of these is hardest to read?</p> <p>How often do you use this manual (chart, form, etc.) in doing your job?</p> <p>If you were training a new person to do this part of your job, what would he have to know before you could teach him/her?</p> <p>What would a new person find most challenging about learning your job?</p> <p>What reports, memos, summaries or other written messages do you read or write in your job?</p> <p>What math or science skills do you use in your job?</p> <p>What technical equipment do you use in your job?</p> <p>What special measuring tools do you need to read to do your job?</p> <p>What computer equipment (or computerized machines and tools) do you use in your job?</p> | |
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| Training and Promotability | <p>In which parts of your job would you like to improve?</p> <p>What skills would you need to learn in order to be promoted to a different or better job?</p> <p>Are you currently being trained (or are you training someone new) to do this job?</p> <p>What is most difficult about the training you are in now?</p> <p>How has your job changed since you first started it?</p> <p>Do you expect to be going back to school or training in this or another job?</p> <p>Will you please show me the training manuals and exercises that are most difficult for you?</p> | |
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| Problem Solving | <p>Explain what information you are looking for when you read this manual (form, chart, etc.).</p> <p>Tell me, step by step, how you get information from this manual (etc.).</p> <p>Tell me, step by step, how you got the information when you were new on the job.</p> <p>Show me how you know...</p> <p>Explain in detail how you...</p> <p>How did you know to do that?</p> <p>How did you learn that part of your job?</p> <p>What do you do first, second, third, etc.</p> <p>What do you do if you find what you are looking for the first time?</p> <p>Where else could you go for this information?</p> | |
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