

### Six Signals – Six Situations that Drive Training Needs (Tool 1a)

Signal	Context
<b>Business Deficiency</b>	An opportunity exists to improve the business due to a deficiency in one or more business outcome measures.
<b>Execution Deficiency</b>	Employees are not executing an existing job requirement or task as expected.
<b>New Expectation</b>	New knowledge, skills, competencies, or behaviors are required to perform a <i>new</i> or <i>existing</i> job or task.
<b>Business Change</b>	A change occurs in business or operational philosophy, policy, process, procedure, product, strategy, technology, or service.
<b>Business Opportunity</b>	Current performance is not necessarily a problem, but an opportunity exists to provide training, development, or other interventions that will sustain the organization's performance or avoid negative consequences in the near future.
<b>Business Compliance</b>	A need exists due to a management directive or a regulatory, licensing, accreditation, or certification requirement.

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