

ChatGPT & Learning (LNA) & Training (TNA) Needs Assessment



A PRACTICAL MINI TUTORIAL

Assess Smarter.
Focus Better.
Train What Matters.

-  Identify learning needs and performance gaps
-  Distinguish training needs from non-training issues
-  Develop measurable learning objectives
-  Recommend effective learning strategies
-  Create a preliminary training plan



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Creating Endless Possibilities With ChatGPT.
Yours to Imagine. Yours to Discover.

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A Practical Mini Tutorial

What Is a Learning Needs Assessment?

A Learning Needs Assessment (LNA)—also known as a Training Needs Assessment (TNA)—is a systematic process used to identify the gap between current and desired knowledge, skills, competencies, or performance.

Rather than asking:

“What training should we deliver?” An effective needs assessment first asks:

“What is the real problem and is training the right solution?”

A well-conducted assessment helps organizations focus their resources on solutions that improve performance rather than assuming every issue can be solved through training.

Why Conduct a Learning Needs Assessment?

Before investing time and resources in developing training, organizations need to understand why performance gaps exist.

A Learning Needs Assessment helps professionals:

- Identify and prioritize learning needs.
- Distinguish training needs from non-training issues.
- Determine the knowledge and skills employees need to perform successfully.
- Develop measurable learning objectives.
- Recommend appropriate learning strategies.
- Align learning initiatives with organizational goals.

Without a needs assessment, organizations risk developing training that addresses symptoms rather than root causes.

How Can ChatGPT Help?

ChatGPT can serve as an intelligent assessment assistant throughout the Learning Needs Assessment process. Save time, valuable resources and help Trainers spend more time helping their learners.

ChatGPT can help you:

- Generate structured interview and survey questions.
- Guide the assessment through adaptive questioning.
- Identify knowledge, skill, and performance gaps.
- Distinguish training needs from workflow, technology, policy, staffing, communication, or organizational issues.

- Organize qualitative and quantitative findings.
- Identify recurring themes and prioritize learning needs.
- Draft measurable learning objectives.
- Recommend appropriate learning strategies.
- Prepare a professional summary report.

Rather than producing generic answers, ChatGPT can ask follow-up questions whenever additional information is needed before generating recommendations.

Professional Judgment Remains Essential

ChatGPT supports instructional designers, educators, trainers, HR professionals, consultants, managers, and learning specialists.

It does not replace professional judgment. Its purpose is to help professionals organize information, analyze evidence, and explore solutions more efficiently while leaving final decisions to the practitioner.

Practical Example 1 — Banking

A financial institution is implementing a new digital investment platform for its investment advisors.

Rather than immediately creating training, ChatGPT can guide the assessment by asking questions about current advisor knowledge and experience, required competencies, job tasks, regulatory requirements, workflow, technology challenges, performance expectations, and available evidence.

After gathering sufficient information, ChatGPT can prioritize learning needs, separate training issues from technology or workflow issues, develop measurable learning objectives, recommend learning strategies, and produce a professional Learning Needs Assessment report.

ChatGPT Customizable Prompt

Conduct a Learning and Training Needs Assessment for [Financial Institution] implementing a [New Digital Investment Platform]. Identify the knowledge, skills, and performance gaps among [Investment Advisors]. Distinguish issues requiring training from those related to technology, workflow, communication, or organizational processes. Prioritize the identified learning needs, recommend measurable learning objectives, suggest appropriate learning strategies, and present the findings in a professional report.

Example of ChatGPT's Response (Abbreviated)

- **Executive Summary:** Training is required, but several issues relate to workflow, communication, and organizational readiness rather than employee capability.
- **Knowledge Gaps:** Platform features, compliance requirements, cybersecurity, digital products.
- **Skill Gaps:** Platform navigation, client onboarding, report generation, client communication.
- **Non-Training Issues:** Limited practice time, insufficient documentation, inconsistent communication, technical support gaps.
- **Priority Learning Needs:** High: platform navigation, compliance, client communication. Medium: reporting and troubleshooting.
- **Suggested Learning Objectives:** Develop measurable objectives aligned with business outcomes.

- **Recommended Learning Methods:** Workshops, simulations, eLearning, job aids, coaching.
- **Additional Information Needed:** Interviews, surveys, observations, performance metrics and document review.

Practical Example 2 — Healthcare

A homecare organization is implementing a new electronic documentation system for frontline healthcare employees.

Instead of assuming staff simply need training, ChatGPT can guide the assessment by asking questions about current documentation practices, digital skills, documentation standards, confidentiality and privacy requirements, workflow, employee confidence, previous training, and available support.

Once enough information has been collected, ChatGPT can identify learning priorities, distinguish training needs from organizational barriers, recommend measurable learning objectives, suggest appropriate learning methods, and prepare a professional Learning Needs Assessment report.

ChatGPT Customizable Prompt

Conduct a Learning and Training Needs Assessment for [Homecare Organization] implementing a new [Electronic Documentation System]. Identify the knowledge, skills, and performance gaps among [Healthcare Staff]. Distinguish issues requiring training from workflow, staffing, technology, communication, policies, or organizational processes. Prioritize learning needs, recommend measurable learning objectives, suggest learning strategies, identify additional information to collect, and present the findings in a professional report with supporting rationale.

One Prompt. One Conversation.

Instead of attempting to write an entire assessment from the beginning, ask ChatGPT to act as your Learning Needs Assessment Assistant.

ChatGPT will gather information step by step, ask intelligent follow-up questions, and adapt its recommendations based on your responses.

Include this instruction:

“Do not assume every performance gap requires training. Help me distinguish between training needs and non-training issues before making recommendations.

Key Takeaways

- Assess before you train.
- Identify the real problem before proposing solutions.
- Use ChatGPT to accelerate analysis—not replace expertise.
- Separate learning issues from organizational issues.
- Turn assessment findings into measurable action.

Best practices for Using ChatGPT during a needs assessment

- Clearly define the business problem before starting the assessment.
- Provide accurate information about learners, roles, and expected performance.

- Allow ChatGPT to ask follow-up questions before requesting recommendations.
- Distinguish training needs from technology, workflow, policy, staffing, or resource issues.
- Validate AI-generated recommendations with interviews, observations, surveys, and performance data.
- Protect confidential information by removing or anonymizing sensitive data.
- Use professional judgment before implementing recommendations.

Conclusion

ChatGPT can significantly streamline a Learning Needs Assessment by guiding discussions, organizing information, identifying learning priorities, and drafting professional reports. The strongest results come from combining ChatGPT's analytical capabilities with your professional expertise and organizational knowledge.