

Columbus State Business and Industry Training Services Business Needs Survey

Name: _____

Company name: _____ Title: _____

Address: _____ City: _____ State: _____ ZIP: _____

Phone: _____ FAX: _____ Email address: _____

Please add me to the Business and Industry Training Services mailing list

All information is confidential.

What are your business needs?

Please select your top five business needs from the following list by marking an "X" in the blank beside each need.

Overall business objectives

- ___ Improve customer service
- ___ Increase customer loyalty
- ___ Improve product/service quality
- ___ Increase customer satisfaction
- ___ Adapt to/manage change more effectively

Employee selection and development

- ___ Develop employees
- ___ Improve work/life balance
- ___ Reduce turnover
- ___ Improve selection and hiring process
- ___ Improve employee morale/satisfaction
- ___ Improve professionalism
- ___ Manage time more effectively
- ___ Increase productivity
- ___ Improve employee performance
- ___ Reduce absenteeism/tardiness

Diversity/cultural awareness/language

- ___ Improve cultural awareness
- ___ Improve diversity
- ___ Improve cross-generational communication
- ___ Foreign language
- ___ ESL (English as a second language)

Technical skills

- ___ Improve computer skills (software/hardware)
- ___ Improve electrical/mechanical skills
- ___ Improve CAD/Drafting/Blueprint Reading

Professional skills

- ___ Improve written communications skills
- ___ Improve verbal communication skills
- ___ Improve project management skills
- ___ Improve mathematical skills
- ___ Improve financial/accounting skills

Process improvement

- ___ Improve processes
- ___ Implement quality initiative
- ___ Restructure workgroups
- ___ Decrease turnaround time
- ___ Reduce waste
- ___ Improve safety
- ___ Reduce cost of operation
- ___ Improve operational efficiency
- ___ Implement ISO 9000/2000/QS process

Leadership / Management

- ___ Improve leadership skills (general)
- ___ Implement strategic planning process
- ___ Implement succession planning initiative
- ___ Improve/develop coaching skills
- ___ Improve/develop supervisory skills
- ___ Implement/Improve work teams

Other

- ___ Other need (specify) _____
- ___ Other need (specify) _____

Do you currently outsource any of your employee training? Yes No

If so, approximately what percentage of your total training do you outsource?

1%-25% 26%-50% 51%-75% 76%-100%

Optional: If so, what vendor(s) currently provide training to your organization?

This survey is also available on the Web: <http://global.csc.edu/bi/survey1.asp>
Please return to: **Columbus State Business and Industry Training Services**,
550 East Spring Street, Columbus, OH 43215, FAX 614-287-5405

Thank you for your participation!