

# Needs Analysis

## Brewing Intuition Employee Training

Analysis Information	
Stated Problem	A local shop owner was struggling to balance the creative passion that inspired her business with the daily administrative tasks required to run it. She needed a way to offload certain responsibilities to her employees, but the lack of documented procedures and best practices meant tasks were often done inconsistently, causing frustration and wasted time.
Goals	<ul style="list-style-type: none"><li>• Increase employee confidence in completing tasks to employer standards</li><li>• Increase productivity by reducing mistakes &amp; repetition</li><li>• Increase time employer has for manager-specific duties &amp; creative endeavors</li></ul>

Current Performance & Observations	
Current Performance	Employees are repeating many tasks as they are done differently between shifts. Employee tasks are not all getting completed by the end of a shift. Register and counter are disorganized. Herb bins are mislabeled and employer is unable to order correct inventory without taking inventory from scratch. All employees interact well with customers, who all seem satisfied.
Observations	Post-it notes are left on the register and counter with a various notes to relay between shifts. Employer is texted often on days off for questions related to running the shop. Employer intuitively completes tasks, but when asked to verbalize how she would like tasks completed admits she hasn't thought through the steps of each process as she has the knowledge to complete them without breaking them down.
Conclusions	There are no clearly outlined policies with consistency in training each staff member, leading to confusion from employees and frustration from the employer. All parties involved would benefit from clearly outlined procedures and ways to communicate daily shift tasks. Employees also need to see how the employer would like specific tasks completed.

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Recommendations	
Non-Training	<p>Employee binder with organized guides:</p> <ul style="list-style-type: none"><li>• Daily &amp; Weekly Task Sheets</li><li>• Consistent place to communicate between shifts</li><li>• Tea Recipes with step by step instructions</li><li>• Inventory Guide</li><li>• Shipping Guide</li><li>• Herb Inventory Flow Chart &amp; Guide</li></ul>
Training	<p>Employee Onboarding and Re-Training Video</p> <ul style="list-style-type: none"><li>• Shop Opening &amp; Closing Duties</li><li>• Inventory</li><li>• Shipping</li><li>• Helping Customers and Filling Orders</li></ul> <p>Training video will include video clips of employer completing tasks that need to be done in a specific manner to create more consistency among all staff.</p>