Components

Job Task Analysis describes in a sequential order those observable and measurable behaviors a jobholder performs in the performance of specific tasks. The Job Task Analysis provides the client with:

- a list of roles, skills, and tasks judged essential and important by experts.

- roles arranged in domains, levels, tasks, and steps for each position.

- a position description for each job.

- a matrix that lists the job's major accomplishments, skill sets to achieve those accomplishments, performance standards, and the criticality and frequency of the tasks to the overall operation.

- matrices for every job at every location, which forms the basis for the performance assessments and the individual training plans/learning paths.

This is important because:

- By determining the key tasks, skill sets, performance standards and descriptions for each job, along with a means to assess performance and training, you will receive a comprehensive and customized training plan to ensure each job is assessed, trained and evaluated at the highest standards. With employees being trained and evaluated to your standards, you now have the flexibility to optimize your operations through workforce management.

- Employees will now have a clear understanding and direction of what is expected of them, the standards to which they will be held, how they can improve their performance and what is expected of them to advance in position and responsibility.

Discovery

- How do you view the current workforce's performance compared to the level you would like to achieve?

- What significant factors are keeping your employees from reaching the desired level of performance?

- Is there a need for standardized training for the employees?

- What is the value of identifying key tasks or job accomplishments along with the skill sets needed to meet the performance standards?

- What consequences do you expect if employees lack the knowledge, skills and attitudes to meet performance expectations?

Complementary Services Offered
Training Plan Development
Needs Assessment

Job Task Analysis

Job Task Analysis

Tasks

- Review company material for goals, directives, performance standards, ect. (Polytron & Client)
- Meet and interview employees who currently hold the positions, supervision and management. (Polytron)
- Observe operations in the workplace. (Client)
- Provide access to all information available to ensure the analysis is as accurate as possible. (Client)
- Determine management expectations. (Polytron & Client)
- Provide personnel to interview and access to workplace operations. (Client)
- Supply lists of any previously identified problems. (Client)
- Maintain point of contact to help with resources. (Client)

Benefits

- Through interview and observation, job task analysis involves both management and worker, as it :
  - ✓ Uncovers roles, skills and tasks judged essential and important.
  - ✓ Captures categories, job descriptions, skill set levels, and work tasks performance.
  - ✓ Provides basic information for assessing and training.
- Accurate Job Descriptions give HR a sound hiring tool, provide supervisors with evidence of expectations, and bring consistency of duties between workers.
- Knowing the required tasks, the skills required to perform them, and the various levels of achievement allows everyone involved to: (1) identify all tasks required to complete a job (2) train to the skill level needed to complete them, and (3) strive to take ownership of existing jobs while being aware of what is required to progress to the next level.

Common Questions

How can I justify the cost of your analysis?
How much is it costing you if the problems remain? Remember, value = benefits – costs. Remember that the costs have to include what you are not realizing because of your present problems.

With our tight schedule, how can I make time for this?
Time is money and the longer you wait, the worse the problem(s) will get. You could actually lose money as well as productivity by waiting.

We just did training from the vendor, so why do I need your analysis?
A mass training effort of all employees may not be the answer. Customized training to selectively build skills in each employee may be more appropriate. Remember, we are focusing on specific skill sets for particular jobs, levels, locations, equipment, etc.