Skills needed for needs assessments

[00:00:00] **Robin:** Most of the required skills and areas of knowledge for a needs assessor relate to the conduct of the needs assessment itself. Although some are more relevant to the report writing process that follows the needs assessment beyond the development of skills in oral and physical communication, a firm command of the needs assessment process,

and a sound knowledge base in disability and assistive technology. A need successor must remain alert and aware in order to ensure that an effective needs assessment takes place. While the majority of needs assessment interviews are fluid and productive. This is not always the case. The person undertaking the needs assessment may struggle to recall or articulate all of their difficulties.

They may feel reluctant to disclose those difficulties due to shame pride or other factors. They may have a negative preconception of the purpose and nature of the needs assessment leading to difficulty with engagement during the assessment, or even outright hostility, they may feel frightened, intimidated.

Or even threatened by the needs assessor and the process of being interviewed about their difficulties, or they may have unrealistic expectations of the potential outcomes of the needs assessment, such challenging circumstances require the needs assessor to be aware of the power dynamics of the needs assessment alerts to any verbal or nonverbal signals given by the person undertaking the assessment

and adaptive in their handling of the interview and the process of information gathering that the interview involves.