



#Public Training/workshop#

## TRAINING NEED ANALYSIS

*(Identify Your Organization Training Needs)*

*"The Art Of Lifelong Learning"*

### INTRODUCTION

Many people think that conducting a Training Needs Analysis or a TNA is only for the Human Resources Department to carry out. Yet how often have we heard of employees whining that the training they are sent to is not what they 'need'. Well, the good news is, TNAs are not just for the HRD personnel to conduct – they can and should be done by operational heads and executives, too; and the better news is performing a TNA is not a daunting task when done correctly.

A TNA is a tool used to assess the organization's training needs. The root of the TNA is the gap analysis, assessing where an employee currently stands in the path to achieve his/her goal(s), and ultimately that of the organizations'. Analysis of the TNA will help organizations design and provide their employees with trainings that meet the needs; organizations too can better plan their training budget and manage their costs more effectively.

### OBJECTIVES

- Learn the elements that are required in TNA and the scope of the assessments;
- Identify when is the best time to conduct a TNA, who will conduct it, and how to proceed with the assessments;
- Establish the resources to be used in the TNA;
- Design the organization's training calendar;
- Design training programs that lead to specific purpose improvement initiatives; and
- Identify training & development needs of individual employee.

### METHODOLOGY

- Besides power-point presentation, every participant will be given bound reference notes, hand-outs of activity instructions, exercises and case studies as well as sample templates of TNAs.
- The training is designed to be practical and interactive where participants are required to design sample TNAs, participate in role-plays and work-related simulations, as well as work in groups to present their ideas to the class for immediate feedback.
- Elements of FUN in LEARNING will be adopted.

#### Date :

18 - 19 Apr 2017 &

1 - 2 Nov 2017

#### Duration :

2 Days

#### Venue :

Vistana Hotel, KL

#### Medium :

English & Bahasa Malaysia



# Course Content

## Introduction -

Qualitative Methods for TNA Evaluation

- What is Training Needs?
- What to look out for when TNA is being developed?
- Objectives of TNA
- Limitations of TNA
- Steps to Effective TNA

## Needs Analysis

- Define Needs Analysis and The purpose
- Budget, Design & Delivery
- Elements that make a TNA
- The 5 Wives 1 Husband
- The scope of TNA

## Techniques to Conduct & Carry out Analysis

- Specific Job/Situational Analysis
  1. Cost-Benefit
  2. SWOT
  3. Competency/Task/Job Analysis/Who to carry
  4. Assessing available data
  5. What to do when data is limited
  6. Factors affecting
    - Time frame & Human resource available
    - Level of accuracy needed
    - Reliability & Accessibility of sources

## Designing the TNA -

- Starting with the Performance Appraisal
- Identifying Gaps - FMEA
- Moving on to the Performance
- Development & Improvement Plan

√ Considerations:

- Organization's goals & objectives
- Employee's agreed goals & targets
- Employee's performance results
- Employee's role described
- Feedback from others
- Employee's career aspirations

√ Specific statements

- Attitude, Skills & Knowledge

## TNA Reporting Techniques

- Steps in preparing TNA Report
  1. Rationale/Purpose/Reason
  2. Competency
  3. Core Competency
  4. Suggested Title
  5. E/L time to run program
  6. Requested by

## Skills to conducting TNA effectively -

- Q&A Techniques
- Active Listening
- Constructive communication
- Writing skills

## The TNA presentation

### It's a wrap -

- Templates
- Your Personal Action Plan

## WHO WILL BENEFIT

HR & Training Managers, Coordinators, Administrators & Executives, Dept Managers, Line Managers, and for all staff who have to deal with any aspects of training administration



## Trainer Profile's



### **ROZIANA RASHID**

She is a Trainer Consultant operating on her own since she left full-time corporate employment in July 2003. Born in Kangar, Perlis she holds a Bachelors degree in Business Administration from the Ohio University of Athens, United States of America. She is a PSMB approved Trainer and has several other trainer certifications including from Zenger-Miller.

Her work experiences covered a wide area including marketing, operations, front-line and back-end customer servicing as well as in training. She progressed from executive to more senior positions, acquired skills and knowledge in managing people as well as in decision making & problem solving, and contributed significantly to the management and business plans.

Roziana was also responsible for the development and execution of Customer Service and Quality Initiatives. These included guidelines and procedures in Handling Customer Issues, Internal Customer Care processes, Customer Loyalty programs, Customer Feedback projects and of course, soft-skills training. An accomplishment in recognition of her experience was her involvement in the National Occupational Service Standards, NOSS curriculum development for the car rental industry under purview of the Majlis Latihan Vokasional Kebangsaan, MLVK.

Besides training, Roziana writes and translates on a freelance basis, putting to use the other skills and knowledge (and creativity) she has acquired in her years with the MNCs. An accomplishment in this field was her role as the writer for both KTMB's Coffee Table books on their electrified railway lines. She is also continuously improving her presentation skills through reading, discussing with fellow trainer consultants, participation in training organized by others and observing happenings around her

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## Registration Form

# Training Needs Analysis

Date : 18 - 19 Apr 2017 & 1 - 2 Aug 2017 | Venue: Vistana Hotel, KL

PLEASE COMPLETE THIS FORM AND EMAIL / FAX TO US EMAIL :

icare@asl-solutions.com ; shafi@asl-solutions.com

FAX : +603-5545 1978 ; TEL : +603-5542 0023 (Hunting Line)

PARTICIPATION FOR TWO DAYS WORKSHOP FEE :

**RM 1480 Per Pax (Normal Price)**

**GROUP REG: RM 1,110 PER PAX!!**

(UPON MINIMUM 4 PAX's REGISTRATION— T&C APPLY)

**Or Single Reg: RM 1,184 PER PAX**

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1. You will get a **FREE SPECIAL COUPON** upon this registration!!
2. You will get a chance to **WIN a MYSTERY GIFT** during the program!!
3. You will get an **EXCLUSIVE** access to our **PRIVATE E-LEARNING** portal worth Rm300, life-long!!

ALL in this ONE registration! \*T&C Apply\*

#### PARTICIPANT'S NAME :

Name : \_\_\_\_\_

Position: \_\_\_\_\_ Dept: \_\_\_\_\_

DL : \_\_\_\_\_ HP: \_\_\_\_\_

Email: \_\_\_\_\_

Name : \_\_\_\_\_

Position: \_\_\_\_\_ Dept: \_\_\_\_\_

DL : \_\_\_\_\_ HP: \_\_\_\_\_

Email: \_\_\_\_\_

**Company Name:** \_\_\_\_\_

Address \_\_\_\_\_

City: \_\_\_\_\_ Postcode: \_\_\_\_\_

Tel : \_\_\_\_\_ Fax: \_\_\_\_\_

(Authorization (Signatory must be authorized on behalf of the company )

#### Person In Charge:

Name: \_\_\_\_\_

Position: \_\_\_\_\_ Department : \_\_\_\_\_

DL: \_\_\_\_\_ Email : \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This booking is **invalid** without a signature & company stamp.

#### TERMS & CONDITIONS:

1. Workshop Fee is not inclusive of accommodation and transportation
2. Fees are inclusive of program materials and refreshments.
3. Payment Terms - Following completion and return of the registration form, full payment is required within Ten (10) working days upon the issuance of invoice or a letter of undertaking (LOU) .Payment or LOU must be received prior to the conference/ training date. A receipt will be issued on payment. Due to limited conference/ training seats, we advise early registration to avoid disappointment.

#### 4.CLIENT'S CANCELLATION/SUBSTITUTION

Client's cancellation must be received in writing by MAIL or FAX two (2) weeks prior to the event in. All bookings carry a **50% cancellation** liability should the notice given is less than two(2) weeks and **100% cancellation** liability 7-days prior to the event

Non-payment or non- attendance does not constitute cancellation. ( However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing )

5. If, for any unexpected circumstances or reasons that ASL Group decides to postpone this event, the client hereby indemnifies and holds ASL Group harmless from any cost incurred in by the client. The event fee's will be refunded,

ASL Group reserves the right to change the content without notice.

6. Copyright etc. - All Intellectual Property rights in all materials produced or distributed by group in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is strictly prohibited.

7. Important note: In the event that if ASL Group permanently cancels the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the client shall receive a refund for the amount that the Client has paid to such permanently cancelled event.

8. All Payment should Be Made to :

**ASL Training & Consultancy Sdn. Bhd.**

**COMPANY STAMP**



## PUBLIC TRAINING CALENDAR JAN - DEC 2017

PROGRAM / COURSE	DURATION (DAY)	QUARTER 1			QUARTER 2			QUARTER 3			QUARTER 4		
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Effective Budgeting & Cost Control Training	2		15 - 16					18 - 19					5 - 6.
Finance Management Course for Non-Finance Professionals	2		22 - 23						16 - 17				5 - 6.
Quality Performance Indicator For Accounting Personnel	2		22 - 23								10 - 11.		
Human Resource Management Training	2	11 - 12.								19 - 20			
Training Needs Analysis	2				18 - 19							1 - 2.	
5 Star Customer Services	2			29 - 30							24 - 25		
Managing Customer & Complaints	2		15 - 16							26 - 27			
Leaders of 21st Century	2	18 - 19										21 - 22	
Management, Leadership and People Skills for New Leader & Executive	2				18 - 19					12 - 13.			
Higher Productivity & Effective Supervisory Skills	2							11 - 12.					12 - 13.
Kepimpinan & Penyeliaan Yang Berkesan	2	25 - 26											
People Skill For Making Result	2	18 - 19										21 - 22	
Sefiasaha Cemerlang 2017	2				19 - 20				9 - 10.				
Positive Attitude At Work	2					18 - 19		25 - 26					6 - 7.
Bengkel Sikap Kerja Positif	2					18 - 19							
EQ & Stress Management	2				25 - 26								11 - 12.
Pengurusan Rekod Dan Fail Yang Efektif	2			22 - 23		16 - 17						13 - 14	
Pengurusan Stor Dan Inventori Berkesan	2			22 - 23		16 - 17						13 - 14	
Pengurusan Masa, Multitasking & Tekanan Secara Efektif	2								22 - 23		23 - 24		
Behavioral Interview Technique	2					22 - 23					10 - 11.		
Recruitment & Selection Training	2					22 - 23					10 - 11.		
Professional Sale Excellence	2	25 - 26											
Closing Sale With The Power of Profiling	2				18 - 19								13-14.
Jom Jadi Kreatif!	2			22 - 23						26 - 27			
Excellent Business Communication Skills (Using NLP)	2					23 - 24							
Kemahiran Interpersonal (NLP)	2												
Writing Good Business Documents & Reports	2	11 - 12.											
Professional Grooming	2		22 - 23										
Microsoft Excel Training (Intermediate)	2				11 - 12.								
Microsoft Excel Training (Advance)	2				11 - 12.								
Communicating In English - Speak Well, Present Yourself Well	2					3 - 4.							
Awareness On Rigging & Slings Training	2			8 - 9.									
14 Quality Tools For Decision Making & Process Improvement	2			14 - 15									
Poka Yoke - Achieving Zero Defects in Production Operation	2										10 - 11.		
Expanding Future Success Through Lean Manufacturing Program	2					8 - 9.				26 - 27		1 - 2.	
										12 - 13.			

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