EFFECTIVE TRAINING NEEDS ANALYSIS

9:00 am to 5:00 pm  25-26 June 2018 (Mon-Tue)  FMM Institute, Sungai Petani

RATIONALE
Finding real training needs and then ensuring that those training needs are dealt with productively is crucial to quality training in organizations. Training needs analysis is vital for sound decision-making process in order to select and design effective training programmes.

TARGET PARTICIPANTS
Trainers, Managers, Executives, Human Resource Development Specialists, and others who make decisions about training and involved in analyzing, designing, and implementing organisational training plans.

WORKSHOP METHODOLOGY
This is a highly interactive workshop with a balance of workshop cum lectures, individual and group exercises, and an analysis of a real world TNA case study.

OBJECTIVES
1. Implement the training needs analysis process
2. Plan the training needs analysis effectively
3. Conduct the training needs analysis
4. Determine individual training needs
5. Determine organizational training needs
6. Determine occupational training needs
7. Obtain information effectively
8. Prepare the training needs analysis report
9. Present the report

OUTLINE

MODULE 1: INTRODUCTION
- Introducing TNI & TNA
- Training may not be the answer
- Human performance problems
- Ill-conceived training
- Training cost analysis
- True quality training
- 7 critical success factors
- Applying the Pareto principle
- The importance of gaining cooperation
- Who does it?
- Organizational benefits

MODULE 2: CONDUCTING YOUR ANALYSIS
- The coordination/liaison aspects
- Overview of the Needs Assessment Process
- The Training Needs Analysis process
- The 3 levels of TNA

MODULE 3: PLANNING YOUR TRAINING NEEDS ANALYSIS WORK
- Preliminary plan of action
- Advantages of the action appraisal

MODULE 4: CONDUCTING YOUR ANALYSIS – INDIVIDUAL TRAINING NEEDS
- Tool 1: Performance Appraisal
- Tool 2: Job Performance Audit
- Identifying performance discrepancies
- Setting out the performance discrepancies
- Apparent reasons for performance discrepancies
- Analyzing the training needs

MODULE 5: ANALYSIS OF ORGANIZATIONAL TRAINING NEEDS
- Describing the identification of organizational training needs?
- Why should it be done?
- How should it be conducted?
- Overview of the steps in analyzing organizational training needs
- Using the 8 steps in identifying organizational training needs
MODULE 6: ANALYSIS OF OCCUPATIONAL TRAINING NEEDS
- Levels technique
- Tool 1: Key Result Areas
- Tool 2: Job Analysis
- Tool 3: Task Analysis
- Tool 4: Gap Analysis
- Tool 5: Job requirements technique
- Tool 6: Problem assessment technique
- DIF rating technique
- Task breakdown sheet
- Standard training for new employees
- Succession planning
- Developing the Annual Training Plan

MODULE 7: OBTAINING THE INFORMATION
- Identifying your information resources
- Using the questionnaire technique
- Using the observation technique
- Using the interview technique
- Examination of records

MODULE 8: TRAINING NEEDS ANALYSIS REPORT
- Preparing a written report
- The contents and structure
- Checklist for report preparation
- Making a persuasive verbal presentation

TRAINER
JASJIT KAUR, Ph.D has more than 18 years industrial experience in various sectors such as manufacturing and services. She has hands on practical experience in the plastics, textiles, electronics and hotel industries. She pursued her Ph.D in the Technology Management field with Innovation as the area of specialization. She also holds a Master of Business Administration (MBA) and a Bachelor of Business Administration - BBA (Hons.). During her industrial employment, she has handled various functions related to Human Resource Management and Administration. She has held positions at the Division Head and Departmental Head levels such as Group Human Resource / Administration Manager, Assistant Director of Human Resources and Administration Manager.

Dr. Jasjit has negotiated Collective Agreements with unions, established Standard Operating Procedures, Job Descriptions, conducted Training Needs Analysis, established and implemented Training Evaluation. She has also been involved with specific coordinator roles such as being the Quality Management Representative for obtaining ISO 9002. In the hotel industry, she worked for a 5 star international chain of hotels and resorts as an Assistant Director of Human Resource. She developed and conducted various Quality Customer Service programmes for all levels of employees. In her capacity as a Training Specialist she has conducted training for all levels of staff. She can conduct training in the English language and also Malay. She has also successfully trained supervisors, line leaders and operators in various industries like electronics, plastics, textile, packaging, kitchen-ware, hotels, hospitals etc. The supervisors involved all departments in the organization such as production, technical, engineering, quality, warehouse, purchasing, shipping and other support functions. Practical examples are provided from the respective departments to ensure participant understanding.

Administrative Details
Date : 25-26 June 2018 (Mon-Tue)
Venue : FMM Institute, No 2, Lorong BLM 1/4, Bandar Laguna Merbok 08000 Sungai Petani, Kedah
Time : 9.00 am – 5.00 pm
Fees : RM950.00 (Members);
      RM1,050.00 (Non-Members)
*All fees are inclusive of course materials, lunch and refreshments. Enjoy 10% discount for early birds registration forms submission before 25 May 2018

Attendance is by prior registration only. Registration form must be completed and returned to FMM Institute by 18 June 2018 with correct payment by cheque made in favour of ‘FMM INSTITUTE” and crossed “Account Payee Only”. Payment by cash is acceptable during the day of registration. Registration is on first-come-first-served basis. For enquiries: Contact Meeza/Zai at 04-4403628 / 4403273 or email meeza@fmm.org.my / rozainiza@fmm.org.my.

CANCELLATION MUST BE IN WRITING TO FMM.
There will be no refund for cancellation within 3 days prior to the program. 50% refund for cancellation between 4 - 5 days and full refund for cancellation 6 days prior to the program. No additional cost for replacement.
REGISTRATION FORM

To : FMM Institute (Attn: Meeza/Zai) Fax: 04-4426876

Please register the following participants:

1. Name & Designation : ____________________________________________________________
2. Name & Designation : ____________________________________________________________

(Please attach separate list if space is insufficient)

Submitted by

Name & Designation : ____________________________________________________________
Company : ____________________________________________________________
Tel & Fax : ____________________________________________________________
Address : ____________________________________________________________
Email : ____________________________________________________________
Membership No. : ____________________________________________________________