

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.

## OBJECTIVE

At the end of the programme participants will be able to :-

- ▶ Implement the training needs analysis process
- ▶ Plan the training needs analysis effectively
- ▶ Conduct the training needs analysis
- ▶ Determine individual training needs
- ▶ Determine organizational training needs
- ▶ Determine occupational training

## ADMINISTRATIVE DETAILS

Date : **April 16 - 17, 2018 (Mon - Tue)**  
 Time : **9:00am - 5:00pm**  
 Venue : **FMM INSTITUTE, Johor Branch**  
**1&3, Jalan Kencana Mas 1/1**  
**Tebrau Business Park**  
**81100 Johor Bahru.**  
 Fees : **RM795.00 (FMM Member)**  
**RM901.00 (Others)**  
*(Fees include course material, lunch, refreshments & Certificate of Attendance)*  
 Medium : **English**  
 Closing Date : **April 02, 2018**  
 PSMB Scheme : **SBL**  
 For further enquiries, please contact;  
 FMM Institute  
**Ms. Astri / Ms. Liza / Ms Jessica**  
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 Email : [astri@fmm.org.my](mailto:astri@fmm.org.my) /  
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## COURSE CONTENT

### MODULE 1 : Introduction

- ☐ Introducing TNI & TNA
- ☐ Training may not be the answer
- ☐ Human performance problems
- ☐ Ill conceived training
- ☐ Training cost analysis

### 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
- ☐ Using the Options Comparison Matrix
- ☐ The training needs analysis process plan
- ☐ Preparation & conducting your analysis

### 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?
- ☐ 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

### 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 : Developing The Competency Matrix

- ☐ Understanding the competency matrix
- ☐ Design principles of a competency framework
- ☐ Competency framework development process
- ☐ Using the framework to develop the competency matrix

**TRAINER Dr. Jasjit Kaur** holds a PhD from USM, a MBA (General Management) and a Bachelor Degree (Hons) in Business Administration, both from UUM and Certificate in Personal Management from MIPM. She has 16 years of working experience both in the manufacturing and service industry and has held various positions such as Administration Manager, Assistant Director of HR and Group Admin/ HR Manager and has been a corporate trainer for the past 16 years. **Dr. Jasjit** has conducted extensive Public and In-house training ranging from HR, People Management, Office Management, Logistics, Store and Warehouse and Business Communication.

## REGISTRATION FORM

Dear Sir,  
 Please register the following participant(s) for the above programme

1 Name : \_\_\_\_\_  
 Designation : \_\_\_\_\_  
 I.C No : \_\_\_\_\_  
 H/P No. : \_\_\_\_\_

2 Name : \_\_\_\_\_  
 Designation : \_\_\_\_\_  
 I.C No : \_\_\_\_\_

If vegetarian meal required. \_\_\_\_\_ pax (if space is insufficient, please attach a separate list)

### Submitted by:

Name : \_\_\_\_\_  
 Designation : \_\_\_\_\_  
 Company : \_\_\_\_\_  
 Address : \_\_\_\_\_  
 GST No. : \_\_\_\_\_  
 Tel & Fax No. : (T) \_\_\_\_\_ (F) \_\_\_\_\_  
 Email : \_\_\_\_\_

Enclosed cheque/bank draft No \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute" should be forwarded to the Secretariat **before April 02, 2018.**

\* There will be no refund for cancellation within 3 days prior to the programme; 50% refund for cancellation between 3-6 days;

\* Full refund for cancellation 7 days prior to the programme; Cancellation must be in writing. Replacement can be accepted at no additional cost.

\* The FMM reserves the right to change the facilitator, date or reschedule the above programme and all efforts will be taken to inform participants of the changes. \* Upon sending the registration form, you are deemed to have read and accepted the terms and conditions.