

2010

Competency based Training Needs Analysis (CTNA)



✦ INTRODUCTION

Training is about helping people learn so that they can do their jobs to the required standards. However, often training fails to address the real individual, occupational, departmental, or organisational needs. One of the major factors contributing to this situation is that training workshops are not based on business needs or mission critical needs. Training should be based on systematic assessment of current and future needs of organisations.

Our two-day workshop is designed to help training professionals :

- Collect and analyse relevant data
- Prepare and present TNA reports

✦ DESIGNED FOR

This workshop is designed for those whose roles require them to conduct systematic training needs analysis, such as :

- Trainers
- HR professionals
- Line managers
- Instructional designers

✦ WORKSHOP OBJECTIVES

On completion of the workshop, participants will be able to :

- Describe what TNA is
- Use data collection methods and analysis techniques to gather information
- Interpret the information gained
- Report on the information gained by :
 - Preparing a training plan
 - Delivering a TNA report
 - Presenting the report to management

✦ COMPETENCIES ADDRESSED

- Ability to identify organisation's training and development needs.
- Ability to identify individual learning needs

✦ LEARNING APPROACH

Practical sessions where lectures are interspersed with hands-on exercises, case studies, role-plays, and videos. Software tools are used where required. Templates for TNA will be provided.

✦ MODEL REFERENCE

- SMR's HRDPower[®] TNA model
- SMR's PAGE framework[™]

✦ TNA DELIVARABLES

- Preparing the TNA report
- Preparing the annual training plan
- Presenting the report to management

✦ DURATION

2 days

✦ WORKSHOP CONTENT

Introduction

- Objectives and expectations
- Training essentials

Needs Analysis

- Purpose
- Key terms used : TNA/TNI, LNA, IATN
- Performance gaps
- Types of needs
- Levels of needs analysis
- Role of analyst

Data Collection : 4 Methods

- Interview
- Observation
- Survey
- Focus group

Analysis : 8 Techniques

Pre-requisites

- SWOT analysis
- Task analysis
- Competency analysis

Optionals

- Goal analysis
- Performance analysis
- Versatility charts
- Document analysis
- Fault analysis

✦ ACTION PLAN

- Getting started

✦ TRAINER



Gurit Kaur, LL.B, CTP

About The Trainer



Gurit Kaur LL.B, CTP

Introduction

Gurit comes from a CRM background which began in the banking industry and more recently within the call centre industry. Her international exposure comes from her role as a Banking Consultant in New Zealand as well as her various training sessions conducted in Australia, Vietnam, Philippines, India and Singapore.

Speaking Style

Gurit is a passionate trainer and loves working with people. Her ability to relate to people from all levels and her friendly, easy manner makes her training sessions fun, enjoyable and very interactive. She is also very passionate about providing excellent customer service and her people oriented management style add to the diversity of the team of consultants and trainers at SMR.

Professional Experience

She is currently a Senior Manager/Training Specialist at SMR HR Group.

Gurit comes from a diverse background that has covered a range of industries including banking, business process outsourcing, customer service, training and education. Her experience has been further enhanced by her involvement with a project team of internal auditors towards achieving ISO standards.

Practice

Gurit's areas of interest include:

- Train-The-Trainer
- Customer Service
- Management & Leadership
- Personal Development
- Staff Induction Programmes
- Call Centre Training Programmes

Education

She has a law degree from the University of London, is a Certified Support Professional with The Service & Support Professional Association (USA) and is a Certificate of Training Practice (CTP) holder from the Chartered Institute of Personnel Development (CIPD), UK.

Personal

Malaysian in every way, Gurit is very comfortable training in both English and Bahasa Malaysia and currently lives in Kuala Lumpur with her husband and daughter. She loves to read and dreams of owning her own library.

More details

E-mail : gurit@smrhrgroup.com
Web : www.smrhrgroup.com



Registration Form

DETAILS OF PARTICIPANT

Name : _____

NRIC No. : _____

Position : _____

E-mail : _____

Tel : _____ Mobile No. : _____

Years of experience in current position : _____

Meal Option : Vegetarian Non-Vegetarian

NOMINATING OFFICER *(if applicable)*

Name : _____

E-mail : _____

Tel : _____

Job Title : _____

Signature : _____

INVOICE TO BE SENT TO

Name : _____

Position : _____

Company : _____

Address : _____

E-mail : _____

Tel : _____

Fax : _____

WORKSHOP FEE *(Please tick)*

Competency based Training Needs Analysis (CTNA)

[] Date : 19 - 20 April 2010

Venue : Kuala Lumpur, Malaysia

Fee : MYR 2,000

[] Date : 26 - 27 July 2010

Venue : Kuala Lumpur, Malaysia

Fee : MYR 2,000

PAYMENT

[] Cash

[] I enclosed a cheque for **MYR 2,000**

Made payable to : **SMR HR Group Sdn Bhd**
(Formerly known as SMR Learning & Development Sdn Bhd)

[] Pay by Credit Card *(Term and conditions applies)*

Please contact : **603 - 2279 9199** *(Finance Dept)*

[] Bank Transfer : **Dataran Maybank Branch**

Company Name : **SMR HR Group Sdn Bhd**
(Formerly known as SMR Learning & Development Sdn Bhd)

A/C No : **5142 - 5340 - 6092**

TERMS & CONDITIONS

Programme fee must be paid in advance.

Note: We will send you a confirmation note on receiving your registration form.

FOR DETAILS AND REGISTRATION

Contact : **SALES TEAM**

Telephone : 603 - 2279 9199

Fax : 603 - 2279 9099

E-mail : info@smhrgroup.com

Post or fax your registration form, signed by your nominating officer to : _____