

# Training Needs Analysis & Evaluating Training Effectiveness

for HR Personnel, Department Heads, Managers and Executives



**16 & 17 November 2015 (9.00 am – 5.00 pm), Sunway Hotel Seberang Jaya**

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 programs. Subsequently, all training should be, evaluated for its effectiveness.

<b>Learning Objectives/Outcomes</b>	<b>100% SBL claimable</b>
<ul style="list-style-type: none"> <li>✓ To implement the training needs analysis process</li> <li>✓ To plan the training needs analysis effectively</li> <li>✓ To conduct the training needs analysis</li> <li>✓ To determine individual training needs</li> <li>✓ To determine organizational training needs</li> <li>✓ To determine occupational training needs</li> <li>✓ To obtain information effectively</li> <li>✓ To evaluate training effectiveness</li> </ul>	<p><b>Normal Fee: RM900</b> per participant</p> <p>Register by <u>02 Nov 2015</u>, or Group of 2 or 3 Participants: <b>10% Discount</b> Group of 4 or 5: <b>15% Discount</b></p> <p><i>Certificate of participation will be awarded upon completion of the program</i></p>

## Program Outline

<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>• Introducing TNI &amp; TNA</li> <li>• Training may not be the answer</li> <li>• Human performance problems</li> <li>• Ill conceived training</li> <li>• Training cost analysis</li> <li>• True quality training</li> <li>• 7 critical success factors</li> <li>• Applying the Pareto principle</li> <li>• The importance of gaining cooperation</li> <li>• Who does it?</li> <li>• Organizational benefits</li> </ul> <p><b>Conducting Your Analysis</b></p> <ul style="list-style-type: none"> <li>• The coordination/liaison aspects</li> <li>• Overview of the Needs Assessment Process</li> <li>• The Training Needs Analysis process</li> <li>• The 3 levels of TNA</li> </ul> <p><b>Planning Your Training Needs Analysis Work</b></p> <ul style="list-style-type: none"> <li>• Preliminary plan of action</li> <li>• Advantages of the action appraisal</li> <li>• Using the Options Comparison Matrix</li> <li>• The training needs analysis process plan</li> <li>• Preparation &amp; conducting your analysis</li> </ul>	<p><b>Conducting Your Analysis – Individual Training Needs</b></p> <ul style="list-style-type: none"> <li>• Tool 1: Performance Appraisal</li> <li>• Tool 2: Job Performance Audit</li> <li>• Identifying performance discrepancies</li> <li>• Setting out the performance discrepancies</li> <li>• Apparent reasons for performance discrepancies</li> <li>• Analyzing the training needs</li> </ul> <p><b>Analysis Of Organizational Training Needs</b></p> <ul style="list-style-type: none"> <li>• Describing the identification of organizational training needs?</li> <li>• Why should it be done?</li> <li>• How should it be conducted?</li> <li>• Overview of the steps in analyzing organizational training needs</li> <li>• Using the 8 steps in identifying organizational training needs</li> </ul> <p><b>Analysis Of Occupational Training Needs</b></p> <ul style="list-style-type: none"> <li>• Levels technique</li> <li>• Tool 1: Key Result Areas</li> <li>• Tool 2: Job Analysis</li> <li>• Tool 3: Task Analysis</li> <li>• Tool 4: Gap Analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Tool 5: Job requirements technique</li> <li>• Tool 6: Problem assessment technique</li> <li>• DIF rating technique</li> <li>• Task breakdown sheet</li> <li>• Standard training for new employees</li> <li>• Succession planning</li> <li>• Developing the Annual Training Plan</li> </ul> <p><b>Obtaining The Information</b></p> <ul style="list-style-type: none"> <li>• Identifying your information resources</li> <li>• Using the questionnaire technique</li> <li>• Using the observation technique</li> <li>• Using the interview technique</li> <li>• Examination of records</li> </ul> <p><b>Evaluating Training Effectiveness</b></p> <ul style="list-style-type: none"> <li>• Evaluating participant reaction levels</li> <li>• Evaluation of the developmental change in terms of KSA</li> <li>• Using tests – knowledge &amp; skills tests</li> <li>• Trainer observation &amp; assessment</li> <li>• Observing changes in job behaviours – observational analysis</li> <li>• Using cost benefit analysis (CBA)</li> <li>• Assessing the functional level – action plan implementation</li> <li>• Ultimate value of the training &amp; business ROI</li> </ul>
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## The Trainer

**Dr Jasjit Kaur**, PhD has more than 20 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 PhD 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 her capacity as a Training Specialist she has conducted training for all levels of staff in various industries. As a corporate trainer for 15 years, she has conducted extensive Public and In-house training ranging from human resources, motivation & teambuilding, supervisory skills, office management and leadership skills, business communication, etc. She can conduct training in the English language and also Malay. Practical examples are provided from the respective departments to ensure participant understanding.

**For Registration Form, Contact Miss Ng or download from [www.XcelLearn.com](http://www.XcelLearn.com)**

**Customised In-house training also available.**



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**“Excel in Learning for Superb People and Organisation Performance”**

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### REGISTRATION FORM

	Name of Participant(s)	I/C No	Designation	Vegetarian(✓)
1.				
2.				
3.				
4.				
5.				

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_  
\_\_\_\_\_

Contact Person \_\_\_\_\_

Designation \_\_\_\_\_

Tel \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

Nature of Business \_\_\_\_\_

Enclosed is the Cheque (No: \_\_\_\_\_) of RM \_\_\_\_\_, crossed and made payable to **"XCELLEARN RESOURCES BHD"** (AmBank (M) Berhad A/C No: 093-201-200414-5).

Do you need us to assist you on the booking of hotel accommodation? Yes  No

If yes, please specify:

Check-in Date \_\_\_\_\_

Check-Out Date \_\_\_\_\_

\* The hotel accommodation is subject to availability. Please re-confirm with the coordinator before the training and make payment directly to the hotel on check-in date.

#### Terms & Conditions

1. The above registration fee is 100% claimable under SBL scheme. Please apply to HRDF for approval before the commencement of the program.
2. The fee is inclusive of training materials and meals (2 Tea Breaks and 1 Lunch) at the hotel.
3. If notice of withdrawal is given in writing before the confirmation of your registration, no fee is charged. No cancellation is allowed once confirmation letter is forwarded to you. If the registered participant is unable to attend, a substitute is allowed. No refund if participant does not turn up or being substituted on the training day.
4. Cheque should be crossed & made payable to **"XCELLEARN RESOURCES BHD"** 1 WEEK BEFORE training.
5. **XcelLearn** has the right to change the dates, time, venue, trainer or cancel the training scheduled due to circumstances beyond its control.

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