

## **STRATEGIC TRAINING NEEDS ANALYSIS**

### **Key focus**

1. Explain the strategic purpose of changing the role of training
2. Explain the systematic approach to training
3. Create a model for conducting TNA
4. Conduct 'Training Needs Analysis' and evaluate training needs quantitatively and qualitatively
5. Use the right methodology to collect information
6. Analyze information collected to identify specific needs and prioritize the annual training plan

### **Who will benefit**

Trainers or person in charge of training be it human resource, customer service, technical, medical, teaching, lecturing and any other functions associated with training. This course is ideal for beginners and training administrators who lack training in training needs analysis.

**Take The Next Step**

## Day one

### 1. The Role of Training in the Organization

- ▶ Why train
- ▶ Benefits of training
- ▶ Training and development
- ▶ When is training needed

0900-1030

#### *Morning tea break*

- ▶ The training cycle
- ▶ Phases of the training process

1030-1045

1045-1300

### 2. Training Needs Analysis (TNA)

- ▶ Rationale for conducting TNA
- ▶ Objectives of conducting TNA
- ▶ Approaches to TNA
- ▶ Conceptual approach to TNA
- ▶ Open system model

#### *Lunch*

- ▶ Levels of TNA
- ▶ Who identifies training needs?
- ▶ TNA generic process steps

1300-1400

1400-1530

#### *Afternoon tea break*

1530-1545

### 3. Analysis of Organizational & Departmental Training Needs

- ▶ Why do an analysis of Organizational & Departmental needs
- ▶ Process flow of organizational & Departmental TNA
- ▶ Organizational & Departmental sources of input
- ▶ Data collection techniques

1545-1700

Take The Next Step

**Day two**

4. **Analysis of Individual Training Needs**
- ▶ Process flow of Individual TNA
  - ▶ Operational / Individual sources of input

0900-1030

*Morning tea break*

1030-1045

5. **Operational TNA - Process**
- ▶ Classification of jobs
  - ▶ Job analysis

1045-1300

*Lunch*

1300-1400

6. **TNA Tools and Techniques**
- ▶ Types of tools and techniques
  - ▶ Structured interview

1400-1530

*Afternoon tea break*

1530-1545

- ▶ Steps in implementing the TNA exercise
- ▶ Format and contents of report

1545-1700

**Take The Next Step**