### Why you should attend

Upon completion of this workshop, participants will be able to:

- Identify organizational issues currently influencing the subordinates functional and developmental training needs.
- Identify the organisation’s training needs through needs assessment which utilises a variety of data collection methodologies including surveys, focus groups and interviews.
- Conduct an effective TNA to successfully identify suitable organisational, functional/technical, personal behavioural competencies and skills required to meet organisational vision.
- Prepare strategic training plans for the organisation in order to improve competence and achieve more accurate results.

### Learning Methodology

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

### Who will benefit

Managers, Assistant Managers and Executives who make decisions about training and involved in analyzing, designing, and implementing organisational training plans.

### Areas covered

1. **Training & Development Basics**
   - Training, Development and Education
   - Benefits of Training and Development
   - Employee competencies and the TNA

2. **Training Needs Analysis**
   - Why conduct Training Needs Analysis?
   - When to conduct a Training Needs Analysis?
   - Need for a competency-based TNA
   - TNA and competency-management

3. **Three Levels of Needs Assessment**
   - Organisational analysis
   - Job/Task analysis
   - Individual/Person analysis
   - Integration of the 3-level analysis

4. **The Competency-based TNA Process**
   - Using competencies to determine training needs
   - Determining and finalizing the RCL and CCL
   - Performing the competency gap analysis
   - The 4-Step competency-based TNA process

5. **Training Needs Assessment Techniques**
   - Observations and questionnaires
   - Work samples and group discussions
   - Observing records and reports
   - Key consultation and interviews
   - TNA technique selection guidelines

6. **TNA Case Study**
   - Case study briefing
   - Group work on TNA case study
   - Presentation of case study
   - Feedback and comments session

### Instructor Profile

Mr. Nagappan, Certified NLP (Neuro-Linguistic Programming Practitioner) from Australia. He is an enthusiastic and dynamic trainer, consultant and motivational speaker. He has trained an extensive number of professionals, engineers, technical personnel, lecturers, students, and parents on a variety of areas. His personal mission is to train, educate, motivate and empower individuals, teams and organisations in achieving excellence.

Nagappan’s areas of training specialty includes Information Technology, Human Resource Management, Training and Development, Total Quality Management, Personal Development and a variety of other IT related skills. He has more than 12 years of hands-on experience in education and training, in most of which have been spent on “people development”. He had served as the Group Training Manager for several well diversified public-listed manufacturing and service companies in Malaysia, where his focus was on personal, professional and organisational development training. Besides, he has also held the position of Director of Studies for a leading IT educational institution in Malaysia.

Having obtained his tertiary education in Management and Information Technology from the United States (USA) and his postgraduate education from UPM, Nagappan had also undergone a practitioner certification training in NLP (Neuro-Linguistic Programming), a modern communication psychology certification, in Australia. He actively uses the concepts of NLP (Neuro Linguistic Programming) and ALP (Accelerated Learning Principles) in all training programmes that he conducts to enhance the learning outcomes and effectiveness among the participants. A Certified NLP Practitioner with the IANLP (International Association of NLP, Australia), Nagappan conducts various training programmes on personal, professional and organisational development throughout Malaysia. He has conducted an extensive number of in-house programmes and public seminars in Malaysia. Nagappan customises all in-house training programmes and workshops specifically to tailor for the organisation’s unique training needs, and to maximise the participant’s learning outcomes.

### Registration & Cancellation

**registration & payment procedure**
- Please register online at [achievertc.weebly.com](http://achievertc.weebly.com)
- OR fax the form to: (03)-8723 2676
- Cheque with correct payment made in favour of “ACHEIVER TRAINING AND CONSULTANCY”, must be forwarded to us before or on the program date
- Payment by cash needs to be handed-in before the program date & bank-in slip to be faxed to us OR
- Walk-in participants must pay cash on the program day.

**Cancellation procedures**
- ANY CANCELLATION OF REGISTRATION SHOULD BE IN WRITING TO US
- Cancellation within 3 days prior to the program - no refund
- Cancellation between 4 - 5 day - 50% refund
- Cancellation 6 days prior to the program - full refund

~ REPLACEMENT IS ACCEPTABLE WITH NO ADDITIONAL COST ~
To: ACHIEVER TRAINING AND CONSULTANCY  
(HOTLINE: +6.016.6642 562, Fax: +6.03.8723 2676, Email: achiever@asia.com)

Dear Sir/Madam,

Please register the following participant(s) from our organization:

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Registered By:

Name: ______________________ Designation: ______________________

Company Name: ______________________

Address: ______________________________________________________

Tel: ______________________ Fax: ______________________ Email: ______________________

For more information, please contact Mr Murugan at:

Head Office: Suite 33-01, Level 33, Menara Keck Seng, 203 Jalan Bukit Bintang, 55100 Kuala Lumpur
Tel: +6.016.6642 562  Fax: +6.03.8723 2676  Email: achiever@asia.com / achievertac@gmail.com
Website: http://achievertac.weebly.com