



Training Needs Analysis and Evaluation

Date: 17th – 18th August 2009

Venue: ATCEN Learning Center, Damansara Perdana, P.J

Organized By: **ATCEN**SM ACADEMY

Workshop Description

In order for training to be effective, it has to be based on the needs of both the organization and its employees.

This 2-Day Training Needs Analysis and Evaluation workshop focus on the areas of learning development that are necessary to be in place for training effective and organization success. This step by step training needs analysis and evaluation workshop looks into developing a comprehensive training needs analysis and training evaluation system that systematically identifies the knowledge gap in the organization, how to close the gap and evaluate the training effectiveness.

Workshop Objectives

- Understand the role and direction of the Training Department
- Determine a Training Needs Analysis (TNA)
- Describe the purpose of TNA
- Describe what information will be gathered
- Determine the sources of data
- Determine the level of required information
- Describe specific data collection methods
- Prioritize new training requirements
- Describe the components of a Corporate Training Plan
- Evaluating the Success of Training

Who Should Attend?

Personnel from the training department



The Asia Entrepreneur Alliance Worldwide awarded the 3rd Asia Pacific Super Excellent Brand Award - Service Excellence to ATCEN Sdn Bhd in January 2008.

The organizing committee highlighted that ATCEN is recognized as a brand leader that produces high quality, stylish products and services on a regional level, and will always be in the forefront of high quality performances.

Training Needs Analysis and Evaluation Workshop

Workshop Chronology

Day 1:

- 0830 Welcome Coffee and Tea
- 0900 **Module 1: Training & Development Management In The Organization**
- Viewing the Training and Development Role Holistically
 - The Evolving Role of Training & Development Management in an Organization
 - The 6 Key Steps in the Training Management Cycle
- 1030 Tea Break
- 1045 **Module 2: Organization Training Needs Analysis Overview**
- Guidelines and Approaches to determining the Training Needs of Organizations: The Top Down and Bottom Up Approach and Mix Approached.
 - Understand the Organization and the Various Divisions
 - Determining the Role of the Training Department
- 1300 Lunch
- 1400 **Continue Module 2**
- 1530 Tea Break
- 1545 **Module 3: Training Needs Analysis**
- The Training Needs Analysis Structure
 - How to Gather the Training Goals and Outcome of Training with Division and Organization Needs
 - Training Needs for Organization, Division, Department, Job Level and Individual
- 1700 **End of Day One**

Day 2:

- 0830 Welcome Coffee and Tea
- 0900 **Module 4: The Training Calendar**
- Evaluating the Training Options (in-house, public workshop, OJT, Leadership Development)
 - Training Needs and Human Resource Competency and Performance
 - The Corporate Training Calendar
- 1030 Tea Break
- 1045 **Module 5: Training Evaluation**
- The 5 levels of Training Evaluation
 - The Various Ways to Evaluate the Effectiveness of a Training
 - Measure What is Practical and Value Add
- 1300 Lunch
- 1400 **Continue Module 5**
- 1530 Tea Break
- 1545 **Module 6: Implementing Initiatives in the Organization**
- Key Factors in the Implementation of Successful Trainings
 - Deriving Appropriate Initiatives to Spearhead Learning in the Organization
 - Your Way Forward
- 1700 **End of Day Two**



Jeremy Lee
Principal Consultant
ATCEN Sdn Bhd

Jeremy serves as Principal Consultant and Group CFO for the ATCEN International Group. Jeremy is a Certified Personal Profiler and Human Job Analysis, with Thomas Crowne International, a Chartered Management Accountant (ACMA), Chartered Accountant (Malaysia) and holds a MSc. in Engineering Business Management from Warwick University. He is also a member of the Malaysian Association of Professional Speakers (MAPS) and International Federation of Professional Speakers.

Jeremy is a highly sought after Business Process Enhancement, Performance Optimization, Human Performance Improvement consultant in the Service Industry.

With more than 15 years of both strategic and operational management experience, he has worked and been involved in numerous industries. Serving as a Trainer and Consultant for numerous companies, he has conducted and facilitated thousands of individuals in the areas of performance management, leadership skills, sales, negotiation skills, communication skills and coaching skills. He has facilitated workshops in Malaysia, Indonesia, Singapore, UK and China. He is extremely capable to manage people from different cultural backgrounds and levels.

He is experienced in coaching and mentoring many types of people under various circumstances. Jeremy has lead many of these individuals to gain fantastic performance results at work and fulfillment in their life. As a coach he is recognized as a great listener, focused and flexible in his approach to getting the best out from individuals.

Jeremy has held a variety of leadership and project management roles in various organizations prior to ATCEN. He was the Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head in a Resort in UK, Project Team Leader in a Technology start up firm with and also an Internal and External Auditor.

Registration Form:

Training Needs Analysis and Evaluation Workshop on 17th – 18th August 2009

ATCEN Learning Center, Damansara Perdana, P.J

Yes! Please register the delegate(s) for this event
(Kindly photocopy for more delegates)

Delegate 1

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 2

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 3

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Human Resource / Approving Manager:

Job Title: _____

Email: _____

Company Name: _____

Address: _____

Tel: _____ Fax: _____

How did you find out about this event?

Please tick (✓) your choice(s)

- From ATCEN email notification
- From Colleague, Management, HR or Training Department
- Others: _____

For Office Use Only

Contact Person: _____

Invoice Number: _____

Remarks: _____

Training Workshop Investment - RM 1900

The investment includes lunch, refreshments and training materials.

- **The program is PSMB claimable.** Subject to PSMB approval.
- **Institute Bank-Bank Malaysia (IBBM):** ATCEN is recognized and is authorized by IBBM to conduct people development training to banks operating in Malaysia.
- **Group Discount of 10%** for 3 or more participants who register for the program at the same time and are from the same organization.

Terms & Conditions

1. Upon receiving a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training program.
2. Payment is required upon the confirmation of the registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 days prior to event commencement. However a substitute is welcome at no additional charges
5. If cancellation occurs 7 days prior to the event commencement date and there is no substitute, the organizer reserves the right to charge 50% of the total investment from your organization.
6. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
7. The organizer reserves the right to make any amendments and/or changes to the program, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.

Ways to register

All cheques are to be made payable to **ATCEN SDN BHD** and mail your payment together with this registration to:

**D-05-12, Ritze Perdana Business Centre,
Jalan PJU 8/2, Damansara Perdana, 47820 PJ,
Malaysia.**

Tel : +603 7728 2623

Fax : +603 7728 2620

Enclosed is our cheque for the event

RM _____

Authorized Signature : _____

Company Stamp Chop : _____

Invoice Attention To

(Mr/Ms): _____