

# Training Needs Analysis – A Practical Approach using ACTION™ Model (Online)

## Course Objective

- Define clearly what is a TNA and KSA
- State the purpose and benefits
- Understand the expected outcomes of a TNA process
- Apply the ACTION model to conduct the TNA that includes:
  - Analysis of Data
  - Competencies Creation
  - TNA, Training Road Map/ Training Plans
  - Implement of Training Plans
  - Outcome the evaluation for the effectiveness of training programs
  - Nurture employees further

## Target Audience

HRM & HRD members who are involved in analyzing training needs & developing relevant training plans

## Course Outline

- Introduction to Training Needs Analysis [TNA]
  - Definition of TNA and KSA
  - Purpose and Benefits
  - Expected outcomes
- ACTION™ model
  - The Concept
  - The Scenario (using the Work Book for exercises)
- A for Analysis-Levels of Training Needs Analysis
  - Organizational Level
  - Team Level
  - Individual Level
  - Organization Vision, Mission and Value Statements, Chart
  - Drafting TNA Interview Questions
- C for Create Competency Framework
  - What is Competency?
  - Create Organization Competency Framework
  - Competency Survey

- T for TNA, Training Road Map [TRoM] planning & Training Plan
  - TNA Survey
  - Create TRoM / Training Plan
- I for Implementation of Training Programs
  - Factors to Consider
- O for Outcome Evaluation of Training Programs
  - Apply Kirkpartick's Evaluation Model
  - Indicators to Assess Effectiveness of Training Plan
- N for Nurturing your Staff
  - The HREco-System
  - Mentoring and Coaching with Training

## Methodology

This is an intensive 6 hours training program that will give you a practical approach using a scenario. As such most of the learning activities are structured around this scenario. You will be able to apply the knowledge learned.

Course Fees: \$299.60 (inclusive 7% GST)  
Duration : 1 day, 9am to 4pm (6 hours)  
Course Venue : Join via Zoom  
**Register online at SNEF website**  
[www.snef.org.sg](http://www.snef.org.sg) . Click on 'Training' and Course Category 'SNEFdigital'.

## Enquiries:

Malar DID: 6827 6934/ Training hotline: 6827 6927

Email : malar@snef.org.sg/ trg@snef.org.sg