

1.	<b>Course Name</b>	Training Needs Analysis
2.	<b>Course Code</b>	ROIHRD/TC
3.	<b>Course Type</b>	Training – Public Course
4.	<b>Training Duration</b>	8 hours
5.	<b>Prerequisite</b>	At least 6 months of working experience
6.	<b>Teaching Method</b>	Chalk and board, facilitation, case study discussion
7.	<b>Evaluation Scheme and Percentage</b>	na
8.	<b>Lecturer</b>	Jasmiza Yantee Jamalluddin
9.	<b>Course Objectives</b>	<ol style="list-style-type: none"> <li>1. To identify drivers in calculating return of investment in human resource development.</li> <li>2. To be able to calculate ROI for each of development program and initiatives.</li> <li>3. To monitor progress and deliver timely result as to ensure return of investment.</li> </ol>
10.	<b>Course Learning Outcomes</b>	<p>Participants will be able to :</p> <ol style="list-style-type: none"> <li>1. Understand the concept of TNA in HR Development,</li> <li>2. Prepare budget for human resource development, and retain competent staffs.</li> <li>3. Measure effectiveness of invested development activities (ROI).</li> </ol>
11.	<b>Course Synopsis</b>	<p>This training covers how the concept of TNA is widely used to manage human resource development in an organization. Based on organization core competencies (competency that support core business), a framework of human development shall be designed to encompass the implementation of staff training and development.</p>

12.	<b>Course Outline</b>	
	<b>Topic</b>	<b>Sub Topic</b>
	<p><b>Day 1</b></p> <p>1.0 TNA in HR Development</p> <p>2.0 Element, steps and standard of ROI method</p> <p>3.0 Collect, Analyze Data and Calculate ROI of HRD</p> <p>4.0 Best Practices</p>	<p>1.1 Why do we need TNA for HRD? 1.2 Drivers in analyzing training needs 1.3 HR productivity improvement and knowledge chain</p> <p>2.1 3 types of TNA 2.2 Five elements and processes in TNA</p> <p>3.1 Methods in data collection 3.2 Tangible and Intangible Returns 3.3 Analyzing and Comparing Data 3.4 Generating reports and effectiveness measure for ISO 9001, 14001 and 18001</p> <p>4.1 Evaluation targets 4.2 Criteria for selecting programs 4.3 Management of Change</p>
13.	<b>Main Reference</b>	<p>Fundamentals of Performance Technology – A guide to improving People, Process &amp; Performance. Darlene M Van Tien, James Moseley, Joan Conway</p> <p>Handbook of Human Performance Technology – Principles, Practices, Potential James A Pershing International Society for Performance Improvement</p>
14.	<b>Additional Reference</b>	<p>The ROI of Human Capital – measuring the economic value of Employee Performance Jack Fitz-enz , American Management Association</p> <p>Taylor, S. (2000). Communication for Business, A Practical Approach 3rd Edition. Longman. USA Mobley, R.K. (1999).</p>

## About the Trainer

Currently Jasmiza is consulting and leading several high impact interventions in Human Capital Development for companies and organization, and strongly believe that her experience and capability in developing human capital will best benefit any organization in order to remain competitive if not leading.

Human Capital Development Programs i.e. Knowledge Management, Capability Building and Organizational Psychology-Mindset Change, are the soft key success factors to all leading organizations. Jasmiza leads, facilitates, manages and coaches others in their effort towards achieving their goals and realizing their vision. Her specific advanced skills in Human Capital Development i.e. abovementioned initiatives are well known for their effectiveness and sound methodology. Besides than designing systems, she had also lead the evolvement of management systems by integrating international standards and local systems, tailored to company's need and aligned to company's strategies.

In earlier years of her employment, she was one of the project leaders in the design and establishment phase of Universiti Kuala Lumpur, a strategic government project aims to produce technopreneurs (technology based entrepreneur), and was one of the key syllabus and program designer for chemical and biochemical based discipline. She had successfully made 2 degree and 5 diploma programs accredited and set up a state of the art engineering learning facility worth of RM300million. This project had proven her capability in technical project leadership and management. Besides than accreditation, she had developed the education systems, enrolment systems and several other management systems for Malaysian Institute of Chemical Engineering Technology, MICET.

Later in PETRONAS, as an organizational improvement head, she lead and leaped team and delivered sound results in human performance initiative, selected as High Performance Staff, she was coached and trained by the best of human performance discipline experts namely McKinsey, Towers Perrin, P. Kotter and many more.

Her passion and commitment towards developing others have been crystallized through eight years of involvement with students from secondary schools, university and college, graduates, executives, managers and leaders, by motivating and helping them to set their personal goal and design their own version of interventions, thus provide them with a clear milestone on how to achieve their targets and goals. She had also published a guide called 'Education Kit Series (1 and 2)' and have had conducted more than 20 motivation seminars across Malaysia including Sabah and Sarawak.

She believes in human potential and unique strengths. Therefore, she believes that every organization and person can be successful if they know where are they going, what are their strengths, weaknesses and how to get there. Continuing her late father's legacy, Hj Jamalluddin Darus ( a passionate and successful motivator and entrepreneur), she is dedicating her life to help others help themselves at her level best. Insyallah.