

TRAINING NEEDS ANALYSIS (TNA): HUMAN CAPITAL DEVELOPMENT FOR ORGANISATIONAL GROWTH

Duration: 2 Days

This TRAINING/ COACHING program is designed for:

- ✚ Customer Care professionals, Managers, Supervisors, Team leaders.
- ✚ Sales & Marketing Managers
- ✚ Sales & Administrative HODs'
- ✚ Secretaries / Personal Assistants to CEOs
- ✚ Front Desk / Front Office / F&B Managers
- ✚ In-House Trainers/Coaches

WHY DON'T PEOPLE PERFORM?

It is a vital and imminent question that is faced by manufacturing firms, advertising and marketing companies, service providers, courier services, government organizations/NGOs, and just about any industry you can think of. Somewhere along the line in a company's history, improving employee performance becomes a critical issue and if the problem goes on long enough without attention, survival of the organization will be in jeopardy.

With the turbulent economy we face today, employees are reluctant to move on to greener pastures. And in many organizations, getting rid of a poor performer is a long and difficult (sometimes legally impossible) process. Where do executives and managers turn when facing performance issues? Typically, they seek the advice of Training and Human Resource professionals. It is therefore, important to your organizational success to;

1. **find tools** that will help eliminate job candidates with high potential for poor performance, and
2. **understand why people don't perform** and take steps to remove the barriers that get in the way of productivity

To achieve effective training needs analysis we would encourage you to approach **training needs analysis** that considers:

- ❖ the organizational context of the training requirement
- ❖ end users of the training
- ❖ the content of the documentation used in the training
- ❖ the suitability of training to resolve the identified organization / performance problems / needs
- ❖ a cost-benefit analysis of the proposed training.

Set the stage for success from the top with customer-focused training and management. Deliver on the promise with exceptional professionalism, attitude, internal customer service, and communication savvy.... **AND YOU WILL BE ABLE TO:**

- Enhance the professional image and reputation of your organization
- Identify strategic and operational training & development needs.
- Formulate development strategies and activities to bolster the competency of the staff.
- Coordinate, implement and track the progress of individual development.
- Use a values-based approach to determine customer expectations

"A man can seldom – very, very seldom – fight a winning fight against his training."

- Mark Twain