



# skills for impact

THE INFO EDGE

September 2006

## THE INFO EDGE

Dear Learner,

### ANALYSE THIS!

Have you ever thought about how you go about analysing your training requirements? Training needs analysis is the first phase in the Training & Development cycle. The value and benefit of this phase is often underestimated and therefore left out for the sake of saving a quick buck and meeting tight development deadlines.

#### Are you doing the right thing?

The result? Your training function delivers an increasing number of programmes each year, yet you do not know what impact this training is having on your organisation. Furthermore, you are continually frustrated by the lack of management support for training in your company. Managers say that training is important, but it is an ongoing battle to gain the needed resources, time and support to the job right.

#### Is training 'nice,' or essential?

The number of people who call at the last minute to cancel out of a training programme is increasing. They cite work pressures as the reason, but you wonder. Could it be that they see training as nice but not essential? What you do know is that the courses are being conducted with fewer people than intended.

#### Enter analysis

To combat that, training needs analysis must be conducted to determine whether training is needed; identify reasons for poor performance; identify knowledge and skills required for compliance/ mandatory/ generic training; provide a basis of measurement and gain management support.

#### So how do you do it?

Methods for conducting Training Needs Analysis Research include surveys, questionnaires, interviews and consultations, document reviews, focus groups and direct interventions, to name a few.

#### Now you're ready to begin

From the Training Needs Analysis we develop learning outcomes and training/delivery strategies to address the gaps in competence. All design, development and delivery efforts are then geared towards achieving these learning outcomes. Without this kind of focus we train for activity and not for impact.

### CUTTING EDGE

- The fourth annual TVET (Technical & Vocation Education & Training in SADC Conference and Exhibition) runs from November 7-10 in Swakopmund, Namibia. Find out more at <http://www.nta.com.na>
- Check out the SAQA website (<http://www.saqa.org.za>) for revised/new occupation-directed Education, Training & Development Practice units standards and qualifications up for public comment. Training Edge's Mercia Rous was part of the working group that developed these standards.
- Training Edge's Wencke Bolt has been recognised as one of the top three Business Women Entrepreneurs in the Business Women's Association Awards for 2006.
- ETDP SETA conference takes place at Gallagher Estate on September 14 and 15, 2006. This year's conference is entitled "Fuelling the Education, Training and Development Skills Revolution in the Second Economy"

### EDGY TIP

Who presents a tougher challenge to the facilitator: the participant who talks too much or the one who talks too little? It is easy to ignore the silent ones than the excessive talkers. Remember, however, that you pay now or pay later. Silence does not always mean consent. It may mean that the uncommunicative participant is plotting future sabotage. Encouraging the silent types to talk will help ensure a much more inclusive solution and speed up the implementation. Also it will set a model for equal participation from everyone.

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### BUSINESS EDGE

- Moderator training for 350 participants in the Services SETA
- ETD Quality Management Systems capacity building for 250 training providers in THETA SETA
- Trained Namibian Training Authority Assessors and Assessment Designers

### Workshop Schedule for the rest of 2006

Programme	September	October	November
Outcomes Based Assessment			8 - 10
Moderation			1 - 2
Facilitate learning using a Variety of Given Methodologies			13 - 15
Design and Develop OB Assessments		16 - 18	

Please visit our website at [www.tte.co.za](http://www.tte.co.za) for any updates or changes to our schedule