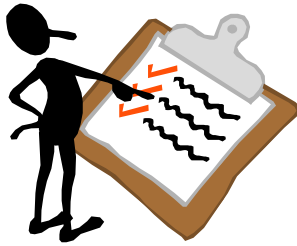


Module 14

TRAINING NEEDS ANALYSIS



INTER-REGIONAL TRAINING COURSE ON
PUBLIC HEALTH AND EMERGENCY MANAGEMENT IN ASIA AND THE PACIFIC

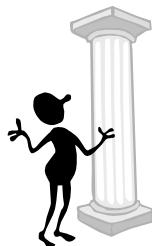
PHEMAP 9



Learning Objectives

By the end of the module, the participant should be able to:

- Describe the steps of the TNA process, and
- Apply TNA to their team and individual action plans.



PHEMAP 9

CAPACITY ASSESSMENT AND TRAINING NEEDS ANALYSIS



In this Session we are going to Consider

Q & A:

Why conduct a training needs analysis?

SGD:

Discuss examples for national PHEMAP course

Plenary:

Discuss TNA as process for team and individual action plans



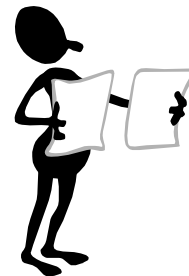
FORMULA

EXPECTED PERFORMANCE

—

ACTUAL PERFORMANCE

**= TRAINING NEEDS
(what tools and processes)**



WHEN ???



When should you do a training needs analysis?

To determine:

- **If training is needed**
 - Causes of poor performance
 - Content / scope of course
 - Desired course outcomes
- **Basis for standards**
 - How to establish guidelines, SOPs, JASs

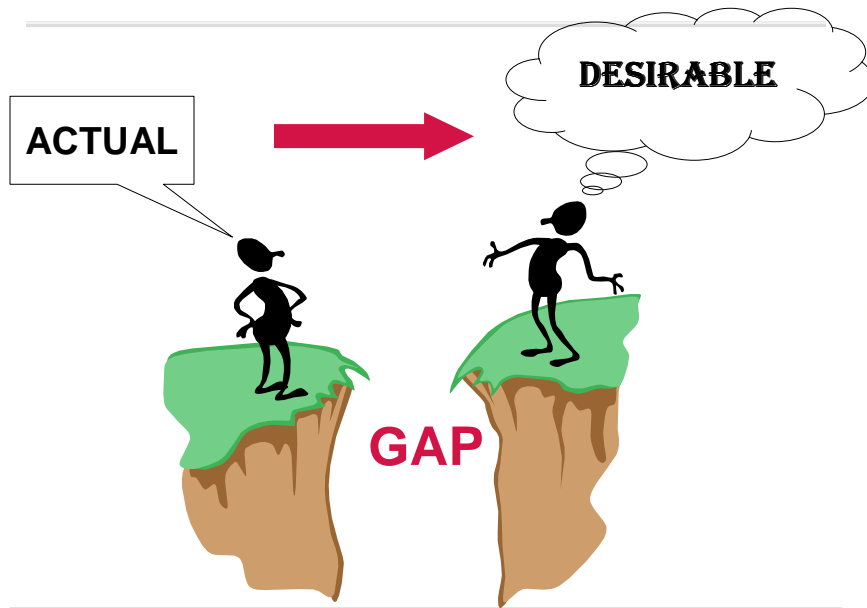
WHEN ???

When should you do a training needs analysis ?

Problem-solving-based

Standard-setting-based

PROBLEM-SOLVING-BASED



PHEMAP 9

CAPACITY ASSESSMENT AND TRAINING NEEDS ANALYSIS



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MERCY Malaysia and SEEDS Team Up for Flood Assessment

Experts from MERCY Malaysia and SEEDS came together in southern Malaysia to assess how disaster risk reduction and preparedness could benefit communities in Johor State.

PHEMAP 9

CAPACITY ASSESSMENT AND TRAINING NEEDS ANALYSIS



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BUT!!

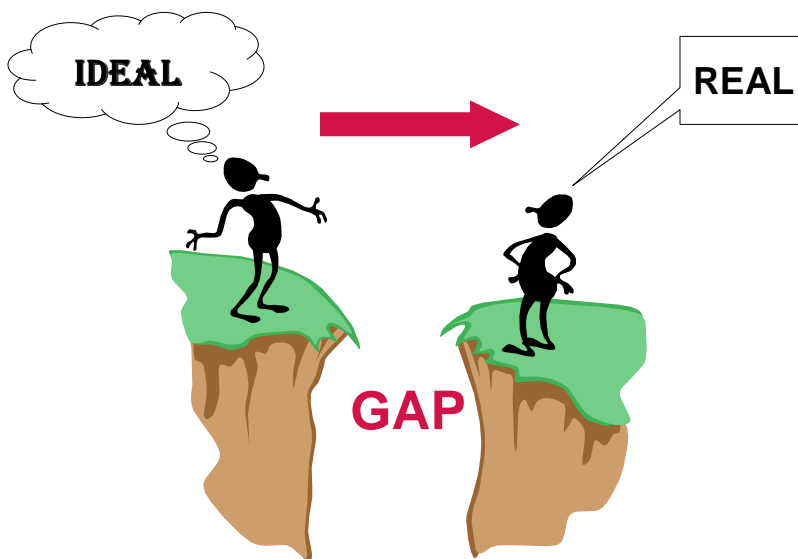
TRAINING WILL NOT NECESSARILY “BRIDGE THE GAP”!

CONSIDER:

- Motivation
- Incentives
- Poor coordination
- Poor leadership
- Inadequate / poor information, etc....

**These may be the reasons
for poor performance!**

STANDARD-SETTING-BASED



Job Action Sheets

1. **Title** : *Action sheet for the “function x” or number or combination*
2. **Mission** : *the main responsibilities and duties*
3. **Actions** : *actions to be taken & order in which to perform these actions*

- ✓ *one sheet for all phases / levels or*
- ✓ *one sheet for each phase*
- ✓ *Time frame for report*
- ✓ *Coordination with other functions*

4. **Information**

- ✓ *who could assist; time-frame for the action; names of people assuming the function; essential phone numbers; how to report, what, where and when*
- ✓ *Links with other JAS*
- ✓ *Reference of the sheet, date and update*

Standard Operating Procedures (SOPs)

SPECIMEN

- **Type of specimen (e.g. anticoagulant used)**
- **Volume required**
- **Collection of specimen**
- **Time of collection**
- **Transportation time**
- **How container should be labeled**
- **Arrival time in the laboratory**
- **Criteria of specimen rejection.**

FORMULA

EXPECTED PERFORMANCE

—

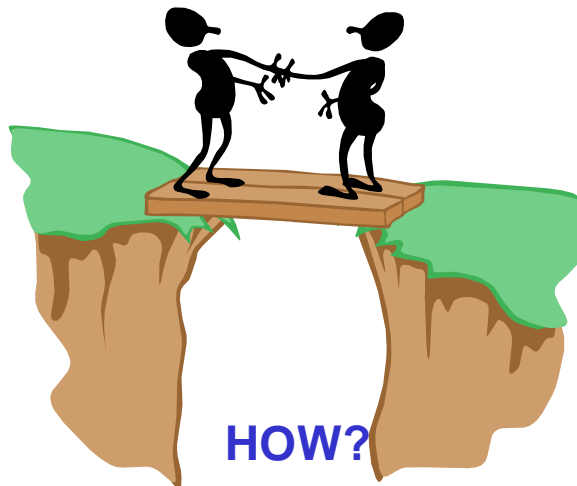
ACTUAL PERFORMANCE

= TRAINING NEEDS
(what tools and processes)



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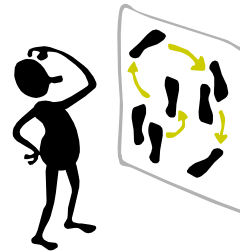
BRIDGING THE GAP



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STEPS IN THE TNA PROCESS

1. Identify Needs (GAP)
2. Determine Design of Needs Analysis
3. Collect Data
4. Analyze Data
5. Provide Feedback
6. Develop Action Plan

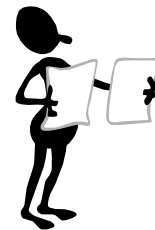


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STEPS IN THE TNA PROCESS

1. Identify Needs

- Determine organizational context
- Perform gap analysis (desired outcomes – actual outcomes = gap)
- Set objectives



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STEPS IN THE TNA PROCESS

2. DETERMINE DESIGN OF NEEDS ANALYSIS

- Set criteria for collection methods
- Assess advantages/disadvantages of methods

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STEPS IN THE TNA PROCESS

3. COLLECT DATA

- Conduct interviews
- Administer questionnaires and surveys
- Training evaluations
- Review documents
- Observe people at work
- Government/private sector publications



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Methods of Data Collection

Type of Information	In-depth Mostly Quantitative	Mini Mostly Qualitative
METHODS	Surveys Observation Interviews Focus Group	Interviews Focus Groups Observations
SCOPE	Organization	Fewer people
FOCUS	Linked to defined outputs	Immediate results
LENGTH	Months – 1 year	Days – weeks
COST	Expensive	Inexpensive

STEPS IN THE TNA PROCESS

4. Analyze Data

- Conduct qualitative & quantitative analysis
- Make conclusions



STEPS IN THE TNA PROCESS

5. PROVIDE FEEDBACK

- Write report
- Next Step: Training Needed?



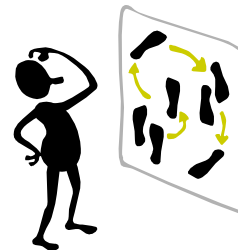
6. Develop Action Plan

- Design training, implementation, evaluation

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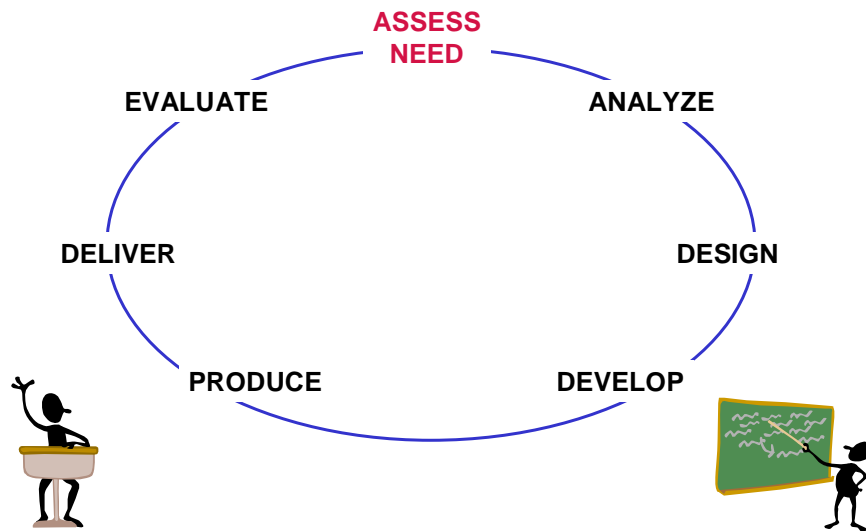
STEPS IN THE TNA PROCESS

1. Identify Problem Needs (GAP)
2. Determine Design of Needs Analysis
3. Collect Data
4. Analyze Data
5. Provide Feedback
6. Develop Action Plan



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TRAINING PROCESS



PHEMAP 9

CAPACITY ASSESSMENT AND TRAINING NEEDS ANALYSIS



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WHO SHOULD BE TRAINED?

- Health Emergency Managers
- Hospital Directors
- Heads of Department
- Physicians
- Ambulance Personnel
- Nurses
- Search & Rescue
- Teams
- Volunteers
- Community Leaders
- etc.

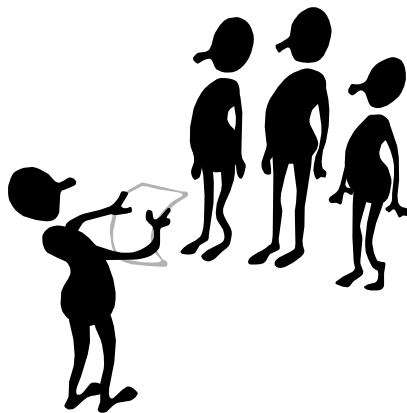
PHEMAP 9

CAPACITY ASSESSMENT AND TRAINING NEEDS ANALYSIS



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ACTIVITY



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SCENARIO

Select one PHEMAP module



FOR
HOMEWORK?

**What would be appropriate for
your NATIONAL PHEMAP?**

Whole PHEMAP → 1 Module

- **Who should be trained?**
- **How will you measure the performance gap? What methods?**
- **How will you adapt the modules for national implementation (**change / keep**)?**

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Thank You!

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