Training Needs Analysis For

About xxxxxxxxxxxx:

As pioneers in the supply of timber and steel to the xxxxxxxxx market, family owned company xxxxxxxxx remains at the forefront of trade and industry, not only in Bahrain but also throughout the region. With a wealth of trading history spanning over a century, AKAG continuously strives to innovate, diversify and meet the changing demands and challenges of modern day markets.

Having a firm foundation in building and construction materials, xxxxxxxx boasts an extensive product portfolio as the basis for its core activity. As one of Bahrain's leading trading houses, AKAG is a major stockist of key building materials catering to every requirement of the construction industry, including products like steel reinforcement bars, fencing, roofing, plywood, gypsum boards, timber, paints, structural steel, geotextiles, plastering accessories, manhole covers, scaffolding and galvanised sheets, etc.

The Group's innate awareness and adaptability to changing needs in the industry practices has led the company to diversify into other areas, such as the manufacture of building products, portable office systems, shipping and logistics, sports and leisure equipment as well as real estate and investment, thanks to a strong and aggressive sales and marketing team.

The reputation for excellence and the strong commitment to Bahrain and the region have made xxxxxxxxxx a partner of choice for both regional businesses and international conglomerates. The company continues to seek new potential areas for investment in Bahrain and in its own humble way contributes to the economy and wellbeing of the nation by creating more job opportunities for the local population to support the much needed fillip to the 'xxxxxxxxx' drive. Through the induction and involvement of the dynamic younger family members into the business, the company is now re-directing its efforts towards exploring new frontiers such as seeking innovative product solutions and state-of-the-art technologies, combined with an environmentally friendly disposition. The company has over the years entered into various joint ventures and marketing representations in the region, and owes its growth to the untiring efforts

of its multicultural workforce, thanks to the direct endorsement of the group's commitment as an equal opportunity employer.

Both as a family owned business and an international partner, AKAG is continuously looking for investment opportunities and seeks global partners backed by technology and expertise who can offer added value and contribute positively to the Bahrain economy. The group takes immense pride in its commitment to overall growth.

Training Needs Analysis Objectives

A training Needs analysis addressed for xxxxxxxx was done to set their career training goals. Potential Objectives might include:

- To identify areas of particular strength or weakness in the HR Dept.
- To develop plan to build on strength and reduce weaknesses i.e. improve performance.
- To enable priorities for action to be established
- To plan the most effective development of limited resources, for instance, to ensure cost effectiveness and value for money.
- To provide a basis for integrating training into the business by getting line management involvement and commitment.

The analysis includes:

- The Organization and its goals and objectives.
- Jobs and related tasks that need to be learned.
- Competencies and skills that are need to perform the job.
- Individuals who are to be trained.

Therefore, the aim of TNA analysis is to find the expressed needs of training at work from the staff themselves along with cooperation of Management through the following:-

- I. Collecting the training needs directly from end-users
- II. Collect the training needs from the Supervisors / Manager
- III. Designing of suitable training topics for enhancing professional development
- IV. Understanding the desirable learning practice of end-users
- V. Develop Tailored programs which facilitate participation to develop their skills and these tailored programs will be developed according to the competencies analysis and Learners gap analysis.

The Scope of work among xxxxxxx- CPP, xxxxxxxl for Training & Development and xxxxxxx

xxxxxxxxxas semi- governmental entity and through their scope of work to support Bahraini staff and Bahraini companies to become the first choice for both employers and Business environmental along with all the integrated factors suitability as kingdom of Bahrain

While **xxxxxxxx are** the beneficiary from the services provided by **TAMKEEN** and they appeared their tendency to train and upgrade skills, attitudes and the knowledge as well as their salaries through CPP - TAMKEEN scheme and they preferred Al-Badeel for Training & Development to provide them the requested services

xxxxxxxx for Training & development is registered training service provider in Bahrain - Ministry of Trade and supervised by Ministry of Labor and as well as their known experiences in this field since long years, they requested to execute the Training Needs Analysis for the selected staff By xxxxxxx Employer / Management to have the service sponsored by xxxxxxxx

The Selected Employees were as the following

#	Learner Name	Position	Majority Of Duties
		C h a r m i n Secretary	 Provides a list of the key tasks, activities and responsibilities associated with the secretarial job Supervise Secretarial Dept.
		Secretary & HR Ass	 Arrange, coordinate and organize meetings, appointments, roundtable discussions, workshops, visits and conference Assist in the correspondence, application, registration, fee collection and accounts tracking for the events & programmes Data entry Forwarding the necessary information to HR manager

TNA Sources

- ➤ Performance evaluation -- Identifies weaknesses and areas of improvement.
- ➤ Performance problems -- Productivity, absenteeism or tardiness, accidents, grievances, waste, product quality, down time, repairs, equipment utilization, customer complaints.
- Observation -- Observe both behavior and the results of the behavior.
- ➤ Work samples -- Observe products generated.
- ➤ Interviews -- Talk to manager, supervisor and employee. Ask employee about what he/she believes he/she needs to learn.
- Questionnaires -- Written form of the interview, tests, must measure job-related qualities such as job knowledge and skills.
- ➤ Attitude surveys -- Measures morale, motivation, satisfaction.
- > Checklists or training progress

Training needs Methodologies

I. Management Based Meeting:

According to the feed back got from the management and the weaknesses related to the skills, behavior and the knowledge, we summarize the feed back on a report in order to do the proper matching with the final report

II. Individual Based Meetings

Data which was collected from individual staff those were nominated to have CPP training program, provide them the feedback from them and to allocate the needs related to main jobs along with the plan got from the managements.

III. Management Overlapping

As Per the xxxxx>>>>>> Manager desires to have cpp program, we held several meetings with >>>> >>>>>>> to find the overlapping between his needs and desires and the nominated staff needs and desires and to compromise the needs and allocated the proper training according to the needs

IV. TNA Initial Report

As per the meetings and the TNA forms which were filled during these meetings with the staff and management with the collected data to issue an initial TNA report

The initial report were customized and issued according to the findings from the TNA and assessments

V. Framework

The TNA is based on the job competency requirements which have been developed from the Joint Business Improvement.

The suggested courses according to the competencies needs as a result of the meetings with each of staff, Management as mentioned in the final report which was submitted to xxxxxxxx.

VI. Final TNA Report

After the formation of initial report, it was re-posted to the beneficiary management to be discussed as final report to fulfill their needs and requirements.

As a next step xxxxxxxxx for Training and Development had specified another meeting with the beneficiary management to standoff the final needs of the staff and management

VII.Results

Staff Competencies which represented through the investigation and TNA conducted by Al Badeel as were mainly as following

Department	Occupation	Key Skills Gap Required	Priority Ranking	#staff be Trained
HR	HR & HR Assistant	 English Course Certified HRM Training & Development Organizational Effectiveness Work ethics Recruitment & Selection Execut i ve Secretarial And Office Management 	High High High High Mid Mid Mid	2
Secretary	Receptionist	 Work ethics Energize Yourself For Career Motivation And Success English Speaking Course MS Office course Body Language and Communication Skills 	High High High High Mid	1

The approved TNA final report as per the beneficiary needs and requirements

Beneficiary Name	Suggested Courses	Hrs	Fees	Related Hours
	English Course	54		
	HRM	60		Induction Program = 4
	Training & Development	18		Pre- Test = 2 Progress Test = 2 Final Test = 2
	Organizational Effectiveness	18		=10
	Recruitment & Selection	18		
	Work ethics	18		

E x e c u t i v e	18	
Secretarial And Offi		
ce Management		
Total Hours 204 + 10 = 216 hrs		

Beneficiary Name	Suggested Courses	Hrs	Fees	Related Hours	
	English Speaking Course	18		1 1 .: D	
	Work ethics	18		Induction Program = 4	
	For Career Prog	Pre- Test = 2 Progress Test = 2 Final Test =2 =10			
	MS Office course	36			
	Body Language and Communication Skills	mmunication			
	Total Hours 102 + 10 = 112 hrs				