



FMM INSTITUTE

(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development



IMPROVING TNA & CREATING A COMPETENCY MATRIX

RATIONALE

A performance problem arises when actual performance at the individual, team, or organizational level significantly deviates from desired performance. This course equips participants with advanced skills in Training Needs Analysis (TNA) and competency matrix development to address performance gaps effectively. By focusing on practical tools and methodologies, participants will learn to identify training-treatable issues and align training initiatives with organizational goals.

All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the programme. Cancellation received 5 working days before the start of the programme is subjected to a cancellation fee of 50% of the course fees. Cancellation received 3 working days and below before the start of the programme is subjected to cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

➔ TARGET LEARNERS

- HR and Training Executives
- HR Managers
- Department Heads
- Professionals committed to leveraging training for career and organizational development

ADMINISTRATIVE DETAILS

Date : **January 8-9, 2026**
(Thursday-Friday)

Time : **2 Days (9:00 am - 5:00 pm)**

Venue : **FMM Institute, Johor Branch**
No. 1 & 3, Jalan Kencana Mas 1/1,
Tebrau Business Park III,
81100 Johor Bahru, Johor

Fees : **RM 1,215.00 (FMM Member)**
RM 1,350.00 (Non member)
The fee inclusive Service Tax at 8%
(SST No: W10-1901-32000105)

Closing Date : **December 24, 2026**
(Wednesday)

Training Provider : **FMM Institute Johor**
MYCOID: 475427W_JOHOR



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COURSE CONTENTS

DAY 1 : UNDERSTANDING TNA & PERFORMANCE ANALYSIS

9:00 AM – 9:30 AM – Program Introduction

- Welcome and participants introductions
- Overview of course objectives, outcomes and expectations

9:30 AM – 10:30 AM – Understanding Performance Issues

- Interactive workshop: Identifying common performance challenges
- Lecture: Importance of TNA in addressing performance gaps

10:30 AM – 10:45 AM – Tea Break

10:45 AM – 12:30 PM – Analyzing Performance Problems

- Introduction to the Human Performance Technology (HPT) model
- Group activity: Applying the HPT framework to real-world scenarios

12:00 PM – 1:00 PM – Crafting a TNA Project Design

- Mini-workshop: Designing a TNA project plan
- Group Exercise: Drafting a TNA project outline

2:00 PM – 3:00 PM – Designing Effective Survey Questionnaires

- Workshop: Best practices for data-gathering tools
- Case study analysis: Evaluating sample survey designs

3:00 PM – 3:15 PM – Tea Break

3:15 PM – 5:00 PM – Developing a Survey

- Group activity: Participants design a survey questionnaire based on a provided workplace scenario
- Peer review and feedback session

DAY 2 : CONDUCTING TNA & BUILDING COMPETENCY MATRICES

9:00 AM – 10:30 AM – Mastering TNA Interviews

- Brief lecture: Preparing for Effective TNA interviews
- Role-play simulation: Conducting TNA interviews with real-time feedback

10:30 AM – 10:45 AM – Tea Break

10:45 AM – 12:30 PM – Enhancing Questioning & Listening Skills

- Interactive session: Techniques for effective communication in TNA
- Simulation exercise: Practicing questioning and active listening in mock interviews

1:30 PM – 3:00 PM – Identifying Performance Gaps & Competencies

- Workshop: Job analysis techniques for competency mapping
- Group exercise: Conducting a competency analysis for a sample date

3:00 PM – 3:15 PM – Tea Break

3:15 PM – 4:45 PM – Solutions Recommendation & Closing the Gap

- Group discussion: Translating TNA findings into actionable training solutions
- Case study: Identifying training-treatable performance issues
- Collaborative exercise: Developing a sample competency matrix

4:45 PM – 5:00 PM – Course Wrap-Up & Evaluation

- Recap of key takeaways
- Participants feedback and course evaluation using provided templates

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JANUARY 8 - 9 ,2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH

FMM Institute (475427-W)

Puan Sabrina / Pn. Astri / Pn. AinEmail : sabrina@fmm.org.my / astri@fmm.org.my
/ nur_ain@fmm.org.my

Tel: 07-357 7613 / 14 / 15 / 16 Fax: 07-357 7618

Dear Sir/Madam,

Please register the following participant (s) for the above programme:

(To be completed in BLOCK LETTERS)

Please tick accordingly:

- Fees: ☐ **FMM Member: RM 1,215.00/pax**
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))
- ☐ **Non Member: RM 1,350.00/pax**
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

1.Name:

IC No:

Nationality:

Designation:

Email:

Mobile No.:

2.Name:

IC No:

Nationality:

Designation:

Email:

Mobile No.:

*(if space is insufficient, please attach a separate list)***Disclaimer**

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the webinar. **Cancellation received 5 working days** before the start of the webinar is **subject to a cancellation fee of 50%** of the webinar fees. **Cancellation received 3 working days and below** before the start of the webinar is **subject to a cancellation fee of 100%** of the webinar fees. **If the participant fails to attend the programme, the full webinar fees are payable.** However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the webinar and all efforts will be taken to inform participants of the changes.

We hereby confirmed that (please tick accordingly):We will be claiming under **HRD CORP CLAIMABLE COURSES** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.I (self-sponsor) / We will **NOT BE CLAIMING** under **HRD CORP CLAIMABLE**. Payment will be made to the account payee **FMM Institute** by cheque or bank transfer to **Maybank Account No. 501280056601**.**Tin No. : C10626805080****BRO No. : 475427-W****SST No. : W10-1901-32000105****Submitted by:**

Name:

Email:

Designation:

Tel No:

Mobile No:

Company:

Address:

Tin No. :
(Company Tax Number)Business Registration
No. (New/Old)SST No
(If Applicable):

Company Stamp & Signature:

Date: