



# WEBINAR

## IMPROVING TNA & CREATING A COMPETENCY MATRIX

JANUARY 21-22, 2026 | 9AM | REMOTE ONLINE TRAINING (ZOOM)

### OVERVIEW

A performance problem occurs when the actual performance at the individual, group or even system wide level falls way short of the desired performance. Assessment of training requirements is aided by the presence of numerous diagnostic and prescriptive models. This program focuses on sharpening the powerful elements/skills used in needs analysis & assessment

### OBJECTIVES

- Appreciate the importance of TNA in the training process
- Learn an effective needs analysis procedure
- Conduct a competency analysis
- Identify job performance problems that are training treatable
- Equip organization with a realistic needs analysis approach

### METHODOLOGY

- Mini workshop
- Cases studies
- Simulations
- Discussion & debrief
- Summary of activities

### PARTICIPANTS

- Executive - HR & Training
- HR Managers
- Head of Departments
- Individual who see training as a significant part of their life

### FEES

MEMBER: RM864.00  
NON-MEMBER: RM972.00  
(Inclusive of SST 8%)

**CLOSING DATE:**  
**JAN 9, 2026**

### OUTLINE

8.45AM Registration of Participants

9.00AM Module 1

- Understanding performance
- The purpose of TNA
- A framework for analysing performance problem

10.30AM Morning Tea Break

10.45AM Module 2

- Human Performance Technology (HPT) model & Its application
- Making a TNA project design

1.00PM Lunch Break

2.00PM Module 3

- Designing survey questionnaires
- Data gathering techniques

3.30PM Evening Tea Break

3.45PM Module 4

- Data gathering tools

Case studies

5.00PM End of Programme Day 1

DAY 1

8.45AM Registration of Participants

9.00AM Module

- Preparing for and conducting TNA interview
- Questioning and listening skills

10.30AM Morning Tea Break

10.45AM Module 6

- Simulations
- Discussions & summaries

1.00PM Lunch Break

2.00PM Module 7

- Job analysis techniques
- Identifying performance gaps

3.30PM Evening Tea Break

3.45PM Module 8

- Cause analysis & competency analysis
- Solutions recommendation

5.00PM End of Programme Day 2

DAY 2



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**FMM INSTITUTE 199901000527(475427-W)  
EASTERN BRANCH  
CENTER FOR PROFESSIONAL DEVELOPMENT**



**WEBINAR ON IMPROVING TNA & CREATING A COMPETENCY MATRIX**

**January 21-22, 2026 | 9AM-5PM | Remote Online Training (ZOOM)**

**...ADMINISTRATIVE DETAILS...**

**HRD CORP CLAIMABLE COURSE DETAILS**

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W\_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

**DISCLAIMER**

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

**REGISTRATION**

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

**ENQUIRIES & REGISTRATION**

**Ms Wanhui/ Ms Elly**

**Email : fmmeastern@fmm.org.my**

**Tel: 09-560 6554/ 5244**

**Please tick accordingly:**

- Fees:** ☐ **FMM Member: RM 864.00/pax**  
(inclusive of 8% Service Tax)
- ☐ **Non Member: RM 972.00/pax**  
(inclusive of 8% Service Tax)

**Fees include course materials and  
Certificate of Attendance**

**CANCELLATION**

- Must be writing with reasons.
- 7 days before the course - No payment charged.
- 3-6 days before the course - 50% payment charged.
- < 3 days before the course - Full payment charged.
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

**PAYMENT**

- **Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100% is a must**, in any case, **employers will be billed in full**.

**REGISTRATION FORM**

**Closing Date**

**Jan 9, 2026**

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					

(Please attach a separate list if space is insufficient)

- ☐ We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.
- ☐ We will **NOT BE CLAIMING under training grant from HRD Corp**. Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

**Submitted by:**

Name : \_\_\_\_\_ Designation: \_\_\_\_\_

Company : \_\_\_\_\_ FMM Membership No. : \_\_\_\_\_

Address : \_\_\_\_\_

Email : \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

TIN No. : \_\_\_\_\_ SST No: \_\_\_\_\_

Company Stamp