



أكاديمية الزمالة
العربية البريطانية



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Arab British Academy Fellowship
A.B.A.F





Management and identification of needs

Objectives

- Training managers and coordinators of training in modern methods in determining training needs according to ISO 9001: 2008 quality standards.
- Study and analyze the narratives in the job description card to improve and improve the performance of employees.
- Use Skill Matrix skills
- Prepare a realistic training plan that meets training needs and achieves development goals.
- Prepare training budget according to actual needs and according to available resources.
- Evaluation of training programs to determine their usefulness and use of evaluation as feedback for the preparation of the following training plan.
- Review of Different Methods of Measuring Return on Human Capital (RO.I. on human capital before training, during training and after training, with a focus on linking it to evaluating staff performance.
- Use Kirkpatrick's model to evaluate training programs.
- Use KPIs to assess and measure the impact of training

Who Should Attend?

- Team leaders and supervisors
- Directors and Heads of Departments
- Executives
- Employees of the administrative sector
- Secretary and office supervisors
- Team leaders and professionals

Seminar Outline

DAY 1

- Introduction to ISO 9001: 2008 and its relationship to human resources
- Models and practical applications according to ISO 9001 quality standards
- International Standard Specification ISO 10015
- Definition of training needs
- Designing and planning training
- Provide training
- Evaluation of training outcomes
- Monitoring.



DAY 2

- New Employee Configuration Form
- On-the-job training
- Workshop Workshop

DAY 3

- Training needs from analysis to selection.
- Analyze the gap between the desired performance level and the current performance.
- The use of the skills matrix technique in determining the training needs of the Skill Matrix
- Workshop Workshop

DAY 4

- Preparation of the annual plan for management by departments with the financial cost of each department.
- Identify training programs and training centers according to quality standards.
- Identification of training costs.
- The final training plan.
- Workshop Workshop

DAY 5

- Model Kirk Patrick in Training Assessment.
- Evaluation of trainees for the program.
- Direct assessment of the trainee.
- Evaluation of training centers.
- Evaluation of training material.
- Evaluation of trainers.
- Workshop Workshop



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