**ITU/BDT Training Workshop on
"Training Needs Analysis of ICT
sector For Arab Least Developing
Countries"
Djibouti – Djibouti, 14 to 18 Dec 2014**

Draft Training Programme

Registration	**8:30-09:00**

Opening session: "Welcome"
 	
 • **Welcoming Speeches**
    – ITU ARO Representative
    – Host Country Representative
	09:00-9:30

Day 1: The need for transformation	09:30 -16:00

The aim of this session is to provide delegates with an overview and insights on the latest ICT Technology trends and the associated impact on Civil Society, Government and Business.
 More specific the need for policy transformation to accommodate a national e-Skills development framework across Private and Public sectors will be discussed.
 	
 Topics:
 1) Understanding of the latest technology trends in ICT i.e.
     o Internet of Things
     o Cloud Computing
     o Computing everywhere
     o 3d Printing etc.
	09:30 -10:30

Coffee/Tea and Networking	**10:30 -10:45**

2) Understanding why transformational skills are required in
     o Organisations/Institutions, Private and Public
     o Civil Society
 3) The new role of HR in transforming skills
     o HR within the ICT Context
     o Evolving and changing the focus of HR
	10:45 -12:00

o The Activities of HR o The Business Deliverables of HR	
Lunch Break	**12:00 -14:00**
4) The Talent Management and Development competence framework for HR Practitioners 5) Unpacking the e-Skills strategy/drive of specific countries **Case study: National E-Skills Plan of Action (NESPA). South Africa**	**14:00 -16:00**

Day 2: The ICT context of the Training Needs Analysis	09:00-16:00
The aim of this session is to provide delegates with an overview and insights on the latest ICT Operations and competence frameworks **Topics:** 1) The enhance Telecommunications Operations Map e-TOM Framework and the implications for competence development. **Future vs Current competence**	09:00 -10:00
Coffee/Tea and Networking	10:00 -10:15
2) The Skills for Information Age framework and implications for ICT Competence development 3) Capability and competence frameworks within organizations	10:15 -12:00
Lunch Break	12:00 -14:00

4) **The Training Needs Analysis process**
   ○ Needs Assessment (collecting and analyzing data)
   ○ Design (program objectives, plan, measures of success)
   ○ Testing (prototype the instrument and process)
   ○ Implementation (collection measures and update as needed)
   ○ Analysis & Evaluation (review feedback and data collected)
	14:00 -16:00

Day 3: The Training Needs Analysis Process	09:00-16:00

The aim of this session is to provide delegates with a "Toolkit" and process to conduct a high end Training Needs Analysis.
 	
## Topics: 	
1) Types of Needs Analyses
    o Organizational Analysis
    o Person Analysis.
    o Work analysis / Task Analysis
    o Performance Analysis.
    o Content Analysis
    o Training Suitability Analysis
    o Cost-Benefit Analysis
	09:00 -10:30

Coffee/Tea and Networking	**10:30 -10:45**

1) Needs Assessment Techniques
    o Direct observation
    o Questionnaires
    o Consultation with persons in key positions, and/or with specific knowledge
    o Review of relevant literature
	10:45 -12:00

Lunch Break	**12:00 -14:00**

2) Needs Assessment Techniques (Continue…)
    o Interviews
    o Focus groups
    o Assessments/surveys
    o Records & report studies
    o Work samples
	14:00 -16:00

Day 4: The Training Needs Analysis Process (Continue)	09:00-16:00

The aim of this session is to provide delegates with a "Toolkit" and process to conduct a high end Training Needs Analysis.
 	
 ## Topics:
 1) Planning a Training Needs Analysis
     o Objectives
     o Target Audience
     o Approach
 2) Organizing the implementation of a Training Needs Analysis
     o Operationalizing the Training Needs Analysis
     o Tools
     o Process
     o Resources
	09:00 -10:30

Coffee/Tea and Networking	10:30 -10:45

3) Executing the Training Needs analysis
 	
     o Communicate
     o Pilot
     o Implement
     o Manage
     o Appraise	

Lunch Break	12:00 -14:00

4) Analyze results, solution design
 	
     o Evaluate data from Training Needs Analyses
     o Design appropriate solutions
 	
 5) Report findings
 	
     o High end Executive reporting
     o Recommended solutions
	14:00 -16:00

Day 5: Implementation of Training Needs Analysis in Arab LDCs	09:00-14:00
The aim of this session is to provide delegates with the opportunity to design a strategy to implement a Training Needs Analysis process within their organizations. 1) This would demonstrate the level of Learning that occurred during the Training workshop.	09:00 -10:30
Coffee/Tea and Networking	10:30 -10:45
Implementation a Training Needs Analysis process within the Organizations of Arab LDCs (Continue….) 2) The participants will design the Training Needs Analysis process of their organizations.	10:45 -12:00
Lunch & Closing the Training	12:00 – 14:00

Workshop format:

An interactive 5 days workshop that will focus on:

- Facilitator led discussions
- Presentations
- Group work
- Self-directed learning

Learning materials

- Delegates will be provided with an electronic copy of all related learning materials