

# TITI



## The Flip Chart

## NEWSLETTER

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### TITI TEAM AIDS SWISSCONTACT PROJECT IN ALBANIA AND KOSOVO



“It was a marvelous afternoon when everybody shook hands and hugged us with the feelings of gratefulness and extended hands full of gifts”. It was 26 July, 2002, the closing session of Training of Trainer-Skill (ToT-S) in Albania. We strengthened the

cooperation between **TITI** and Swisscontact projects Albania and Kosovo through trainings and consultancy services.

From 8 July, 2002 we (Mr. Kabir Kumar Chitrakar and Ms. Prativa Joshi) started ToT-S in Albania. The training was conducted in the technical school, Beor Cella in Durres, a beautiful city located nearby the sea. The training was jointly sponsored by Swisscontact projects, Albania and Kosovo. There were thirteen participants, seven from Albania and six from Kosovo. It was gender balanced training: seven female and six male. The training ran for three weeks.

The projects wanted to develop Master Trainers in Albania and Kosovo, who could train other instructors of technical schools and BDS (Business Development Service) providers. Both countries are behind in technical education and vocational training because of their political situation and civil war. ToT-S was the first activity designed and delivered during this process. The objective of the ToT-S was to “provide training organizations with training staff who have mastered the basic competencies for effective field and workshop/lab instruction”. It was our new experience in conducting training with a translator because many of the participants could not interact in English. We learnt a training program could be conducted effectively with the help of a translator.

*(Continued in page no.3)*

## EDITORIAL

The message to you, our most valued customers is, that **TITI** does not do things differently just to be different. **TITI** does things which makes a difference to people—things which enable people to improve their performance.

**TITI**, in its 10 years of existence, has been able to provide services to over 4000 forward thinking professionals in the field of training and education in 14 different countries in Asia, Europe and Africa. Feedback from the people trained by us is always positive. We have many repeat customers. In many instances, we have been able to establish “a shift in peoples’ thinking”, that **internationally accepted quality training** is available in **TITI**, in Nepal and, for this one does not need to invest a lot of money to go to other countries. We design, develop and provide high quality training and give quality services to our customers at most competitive prices *for similar training (quality, duration etc.) in any training institute in a developed nation. TITI’s price is about five times less.* This is our greatest success and represents a potential catalytic growth opportunity for further development and expansion.

What is the secret of our success?

In our own view and in the view of our customers it is the competency of our trainers, the high quality instructional materials developed by **TITI** in the patent name of Skill and Concept cards, the motivation and recognition given to high performing trainers and staff, the working environment of the institute, and the state-of-the-art training our own people receive.

**TITI** believes, “Investing on the development of human resources is like planting fruit bearing trees of an everlasting nature”. In other words, for the development of a nation, train and educate the people. So, if you are looking for improved performance in management, curriculum development, and instruction you needn’t look farther than **TITI**.

*Devi Prasad Dahal, Executive Director, TITI*

## PROFESSOR MINSTEIN OF THE UNIVERSITY OF CALIFORNIA - BERKELEY, USA AT TITI

### *One-day Seminar and Workshop on Project Management at the Radisson*

Professor Anthony Minstein of the University of California in Berkeley having wide range of experience in technology management and organizational development for improved return on investment, during his visit at **TITI** conducted a public seminar and workshop at the Radisson Hotel in Kathmandu on October 23, 2002. He spoke to an audience of more than 50 selected top project managers, managers, division heads, and individuals from private companies, government bodies, donor agencies, NGOs and INGOs.



In his seminar Professor Minstein covered Project Management Context, Life Cycles, Objectives, Goals and Scope, Creating a Work Breakdown Structure, Creating a Schedule, Estimating a Project Budget, Using Quality Assurance in Projects and Risk Management.

The seminar was based on the material found in the Project Management Body of Knowledge as sanctioned by the Project Management Institute as well as business and management courses sponsored by the University of California Berkeley Extension.

### *Project management training to TITI managers and trainers*

Professor Minstein was at **TITI** to increase the expertise of the Institute’s managers and trainers in this field. In an intensive one-week course, Professor Minstein also trained managers and trainers of **TITI** in this area. The 40-hour training was an in-depth overview and interaction on the concepts and processes of Project Management.

Using lecture, group participation, breakout assignments and real-world assignments the course provided the participants with a direct review of the Project Management Body of Knowledge with hands-on exercises practicing the key concepts.

*Dr. Ignaz Rieser, Project Manager, SC/TITI*

## TRAINER'S PROFILE

### Interview with Mr. Sanyog Bhattarai (SB) - The Outstanding Trainer of the Year, 2001



**Question:** *How did you feel to be the Trainer of the year?*

**SB:** First, it was unexpected and a sudden event. I felt responsible afterward. In other words, getting the title was easier than maintaining it. I should improve more, because people want to see me ‘the best’ as the title. However, still there are rooms for improvement. I feel that I should do something for **TITI**.

**Question:** *What strategy or strategies do you have as the best trainer to make TITI the center of excellence?*

**SB:** I have the following strategies:

- Be role model and do every task in the best way.
- Help other and be cooperative to colleagues.
- Provide feedback to colleagues as well as to the organization for improvement.
- Maintain **TITI** training delivery criteria.
- Act like a marketing person with national and international customers.
- Do complete assigned task in time.
- Bring creative ideas.

**Question:** *In your opinion, what should a trainer do to become the best trainer?*

**SB:** In my opinion we should try to:

- Work from the heart, give time to the organization and respect the customers.
- Learn more from books, journals etc and also from others' feedback.
- If instruction fails, blame ourselves, not the participants.
- Be proactive in the area, in which you are strong.
- Never underestimate your learner.

## COMING UP EVENTS AT TITI

(November 2002 to February 2003)

Activity Name	Start Date	End Date
<b>Bachelor of Technical Education II</b>		
Occupational Skills Upgrading	Nov 11, 02	Jan 3, 03
Third Semester Examination	Jan 20, 03	Jan 24, 03
Occupational Skills Upgrading	Feb 3, 03	May 9, 03
<b>Management</b>		
Management Skills-1	Jan 1, 03	Jan 17, 03
<b>Curriculum</b>		
DACUM Facilitators' Training	Dec 2, 02	Dec 20, 02
Job and Task Analysis	Feb 3, 03	Feb 14, 03
<b>Practicums</b>		
Practicum 1	Nov 11, 02	Nov 12, 02
<b>Instruction</b>		
Instructional Skills-2	Nov 11, 02	Dec 6, 02
Instructional Skills (Customized)	Nov 11, 02	Dec 6, 02
Instructional Media Development	Nov 11, 02	Dec 6, 02
Applied Science – Biology and Math	Dec 9, 02	Jan 3, 03
Applied Science – Physics and Math	Dec 9, 02	Jan 3, 03
Instructional Skills (Customized)	Jan 20, 03	Feb 14, 03
Community Development-1	Feb 3, 03	Feb 28, 03
<b>PACKAGES [Intensive Trainings] OPEN DATES</b>		
Developing Creative Visuals for Impact (4 days)		
Analyzing Performance Problems (3 days)		
Creative Training Techniques (3 days)		
Leadership and Leading (1 day)		
Supervise your Teachers, Trainers, Instructors (3 days)		
Design Powerpoint Presentation (3 days)		
Develop Quality Vision and Mission Statements (1 day)		
Facilitation Skills for Team Leaders (3 days)		
Getting 70 minutes of 1 hour (1 day)		
Presenting.....You (1 day)		
Presenting.....You (1 day)		
Study Smart not Hard (1 day)		
Human Resource Management for Organizational Results (5 days)		
Training Program Evaluation and Monitoring (5 days)		
Managing a Project (3 days)		
Managing a Project (5 days)		

*Please, book for the courses and packages in which you would like to receive the training. Take training, taste it and give us your feedback. If unsatisfied, we welcome your claim for the money.*

## TITI TEAM AIDS...

The participants were very happy with training methodology. Mr. Gazim Begolli, who is the Director of Vocational Training Centre with more than 20 years of teaching experience, was impressed by the way we linked participants' activities and objective of a session. Based on the final training evaluation form and knowledge, skill, attitude test, it can be inferred that we could meet our objectives. Mr. Martin Stottele, the Project Manager of Swisscontact, Albania used to visit the training from time to time. He expressed his gratitude to us for successfully completing the training.

To develop a Master Trainer, one ToT is not sufficient. Both, **TITI** and the projects have realized this and designed the remaining programmes as follows:

- Conduct a practice training programme where the selected participants will conduct a training sessions. The participants will be supported and supervised by the local consultant.
- In January 2003, **TITI** will conduct ToT-Knowledge in Albania or Kosovo.

It was the first time **TITI** conducted ToT abroad. It is a matter of pride for **TITI** that we could impress participants and organizers by our quality performance.

*Prativa Joshi, Co-trainer, TITI*

## TRAINING OUTPUT

(1 June 02 to 31 October 02)

**TITI** has been conducting training in the area of instruction, curriculum development, management and occupational skill upgrading in country and abroad. During this period the output of the training is as presented below.

	Pw	TP	NP	IP
Training under instruction, curriculum and management area	318	141	92	49
Training under occupational skill upgrading area	114	28	28	-

*Pw: Total person week TP: Total Participants*

*NP: Number of national participants*

*IP: Number of international participants*

## CUSTOMER VOICE

### Tried It! Trusted It!

We, the employees of Civil Aviation Authority of Nepal (CAAN), visited



**TITI** to know what it existed for and what useful services it could provide to us. We came to know about **TITI** from a former well wisher of CAAN.

**TITI** is located at a beautiful spot - quite impressive. More impressive to note that **TITI** has already delivered training courses to participants from more than 14 countries including Switzerland and India.

I realized, my guess was wrong. It was a wrong advice to my boss suggesting not to send anyone for a course being conducted in **TITI** at an earlier date.

This time, I myself got a chance to participate in the Project Management course. I found the course very useful. Thanks to the dedicated and hardworking trainers, the **TITI**

management as a whole and the reasonable priced canteen runners too.

Now, I strongly advise all – why not to try at **TITI**! Especially when, a course that costs more than 100,000.00 (tuition fee alone) somewhere else is available at Rs. 4000.00 or 5000.00 in the country. And quality? It is tested and testified.

*Anu Raj Joshi, Civil Aviation Academy, CAAN (Mr. Joshi was a participant of Project Management Course, which was conducted from 16 September to 27 September, 2002 at TITI)*

## TITI CUSTOMERS' PROFILE

1. **Name of Organization:** Chaudhary Group  
**Address:** Chaudhary House, Sanepa, Lalitpur, Nepal  
**Phone #:** (+9771)521994  
**Fax#:** (+9771)523818  
**e-mail:** [cghonp@mos.com.np](mailto:cghonp@mos.com.np)

### Major activities of Chaudhary Group:

Chaudhary Group is leading private organization in the nation working in the area of food and beverage production, financial services, infrastructure development, automobile trading, steel manufacturing, electrical and electronics goods manufacturing etc.

### Relationship with TITI:

**TITI** has very close relationship with Chaudhary Group. To date, **TITI** has provided 10 person weeks of training to Chaudhary Group in the area of Training of Trainers.

2. **Name of Organization:** District Roads Support Programme (DRSP)  
**Address:** Ekanta Kuna, Lalitpur, Nepal  
**Phone #:** (+9771)549589  
**Fax#:** (+9771)543144  
**e-mail:** [drsp@mos.com.np](mailto:drsp@mos.com.np)

### Major activities of DRSP:

DRSP is an international non-governmental organization working in the field of institutional and capacity building at all levels in districts and Department of Local Infrastructure Development of Agriculture Roads (DoLIDAR), social mobilization of local committees and groups, and extension of the 'Beyond Roads' social interventions programme and implementation of maintenance, rehabilitation and construction activities in accordance with the District Transport Master Plan (DTMP) and DRSP methodology.

### Relationship with TITI:

**TITI** has very close relationship with DRSP. To date, **TITI** has provided 30 person weeks of training to DRSP in different courses namely: Training of Trainers, Powerpoint Presentation, Leadership, Conflict Management, Project Management, Proposal Writing etc.

## NEW ORGANIZATIONS WHICH RECEIVED TITI SERVICES

1. Civil Aviation Authority, Babar Mahal, Kathmandu
2. Nepal Electricity Authority Training Center, Kharipati Bhaktapur
3. District Road Support Program, Ekantakuna, Lalitpur
4. Himalaya Eye Hospital, Pokhara
5. Hospital and Research Rehabilitation Center for Disabled Children, Adhikari Gaun, Kavre
6. Nepal Tourism Board, Bhrikuti Mandap, Kathmandu
7. United Mission to Nepal, Thapathali, Kathmandu
8. Chaudhary Group, Sanepa, Lalitpur
9. SOS: Pokhara, Itahari, Banepa, Surkhet
10. Empowering women in Nepal, Pokhara
11. National Centre for Education and Development, Sanothimi, Bhaktapur
12. Self- Reliant Drinking Water Support Program, Kathmandu
13. Department of Livestock Services (DLS), Harihar Bhaban, Lalitpur
14. Center for Victim of Torture, Basbari, Kathmandu
15. Rural Education and Development, Kamalpokhari, Kathmandu

*To be continued.....*



## Your Free Gift from TITI

*Do you have trouble in developing creative ideas or memorizing them? If so, read Use Mind Mapping. It*

*is one of the 317 skill and concept cards*

**TITI** has developed so far. This card enables you to see ideas in the form of picture or graphs. Mind Mapping is one of the most useful teaching and learning techniques. At **TITI**, we use this card while teaching Instructional skills, Facilitation skills, and Foundation of Learning courses.

In order to learn more about Mind Mapping, please attend **TITI** training or refer to Skill Cards such as *Apply Findings of Neuroscience, Take Notes, Give Illustrated Talk, Use Effective Reading Strategies, Use Mnemonics, Be Creative, Conduct Timely Reviews and many others.*

## EDITORIAL BOARD

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2. Bhoj Raj Neupane
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