

# TITI



## The Flip Chart

# NEWSLETTER

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## TITI's New Venture with International Agencies

Recently, TITI has signed a Memorandum of Understanding (MOU) with Swisscontact after phasing out of Swiss Agency for Development Cooperation (SDC) support given for the last 16 years. This MOU, effective from January 1, 2008 until December 31, 2010, has focused on Learning Resource and Human Resource Development of TITI. Besides, management consultancy and technical support will also be provided by Swisscontact. In May 2008, Dr. Rudolf Batliner as a training consultant from Swisscontact conducted training cum workshop on "Training of Trainers – Academic (TOT-Acad)" for the trainers of TITI. Targeting the people involved in teaching academic courses in University colleges, the program mainly aimed at designing a course with the focus on project and problem based learning approach, case studies, oral questioning techniques and making learner more active in academic teaching.



Fig: TITI's Training of Trainers (TOT) programs in Uganda

After successful intervention in training and consultancy in Uganda in 2007, TITI has embarked upon a new venture with Program for Employment Oriented Vocational and Technical Training (PEVOT), GTZ Uganda to conduct multiplier training to prepare master trainers on "Training of Trainer (TOT)" series.

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## From the Executive Director's Desk



### Training ! Training!! Training !!!

Now-a-days training has been both science and technology. Its output is measured in terms of change in human performance.

Moreover, what do we need from training? The answer is the bottom line improvement in performance and productivity. The notion that training will solve the problems fall outside the realm of any training related advice we can offer. Further, training conducted with method/s close and authentic to the real world situation will have more chances of transfer. Learning exercises could be a fun if it is designed and developed according to adult learning principles, which put emphasis on learner centered activities. The degree of motivation while sharing the ideas and experiences among adult learners could be rated one of the highest among other motivational factors.

During the growth of human capacity to generate ideas, and convert ideas into practice to the betterment of human beings, training ideas and practices should also evolve with new horizon to speed up the learning process. By understanding how adults really learn, how brain functions at its peak and applying such understandings on instructional design and delivery, trainers can create a reliable, valid and cost-effective training packages.

An individual requires enhancing the knowledge, skills and attitudes needed to solve the performance problem systematically. Training alone does not solve the performance problem but a diagnostic approach to tackle it should be utilized. To improve the situation, environment, incentives and motivation and, of course, training related to performance problems should be examined together.

Moreover, paradigm has begun to shift dramatically on accountabilities of training. Organizations have begun to shift from activity-based evaluation (number of participants, number of events, number of equipment utilized) to result-based evaluation (value of a program to organization). The paradigm shift from activity-based to result-based training interventions include several key elements that influence the way the program is designed, developed, delivered and measured. TITI is one of the very few organizations in Nepal which is gearing towards this direction.

Dhruba Prasad Dhungel, Executive Director

## Innovative Practices in Training and Development

### Insiders' Perceptions on TITI's Performance Practices

How often do we try to understand what the insiders say about their own performance practices in the organization? The purpose of this article is to divulge into the perspectives of TITI staff on the performance practices in TITI. The opinions articulated in the micro-research conducted in June 2008 were wide-ranging in types and characteristics and have been presented in general form without statistical analysis. The respondents have expressed the following opinions:

**Structure & Planning:** TITI has adopted a clear shared vision, mission and goals and operational objectives to drive the organization ahead in a participatory way with functional structure in the program whereas administration in particular has still practiced vertical structure to operate. A well-maintained adequate infrastructure and its calm and conducive training environment have earned a good image in and out of the country.

**Human Resource Management:** TITI has a pool of competent and motivated workforce with good team work spirit. Performance based incentive system is a factor to motivate staff for better performance. *However, the staff turnover may cause problems in future.*

**Marketing policy:** Being a public organization TITI has operationalized the marketing policy for long-term success and sustainability. TITI has been able to extend its services to fourteen countries in the world with more than 1500 customer-networks and 7000 customers.

**ICT and MIS:** TITI has effective Management Information System (MIS). Establishing ICT Lab was the need of the hour to keep pace with the market demands of computer training programs.

**Research and development:** Another important milestone pointed out was the research works such as base-line survey 2005 and follow-up studies done regularly by TITI research department.

**Program Development and Evaluation:** Adding, revising, refining and dropping training programs are underway in TITI. There is a regular (weekly and final) course evaluation system as well as trainers' evaluation in TITI.

**Awards:** TITI was awarded 'Knowledge Management Oscar Award – 2005' for its unique Skill/Concept Card System by SDC/SwissContact and special commendation prize for 'Innovative Training Practices' -2005-6 from Indian Society for Training and Development, India.

Finally, the ideas or opinions expressed reflect positive aspects of TITI and the areas for improvement have remained un-addressed. Hence, there is a need of yet another study to explore more areas for further improvement to ensure sustainability of TITI.

Mohan Prasad Bhurtel, Trainer

### Editorial Board

Bhoj Raj Neupane  
Saurav Ram Joshi

Shalik Ram Dhakal  
Mohan Prasad Bhurtel

"If you leave things to chance, you will accomplish very little". -Anonymous

# TITI Customers' Column

## Customer Profile

**Name of the Organization:** Nepal Oil Corporation (NOC)

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Nepal Oil Corporation (NOC), a government corporation, was established in Poush 2027 B. S. with the total authorized capital worth Rs. 500 million and paid up capital worth Rs. 96 million 800 thousand. The corporation mainly imports petroleum products like kerosene, diesel, petrol, air- craft fuel, L.D.O., L.P. gas etc. and supplies through different depots scattered throughout the county. Even with tremendous loss every year, the NOC has become a leading corporation in contributing revenue to the Government of Nepal.

NOC's main objectives include to run the monopoly business in importing petroleum products from different countries; to provide technical assistance for constructing oil tanks at appropriate places for the safe storage of petroleum products; to select necessary authorized suppliers and distributors of oil companies; to process the crude oil from outside by establishing processing industries by NOC itself or in collaboration with other companies; to establish potential oil or gas mining industries; to store processed or crude petroleum products; to organize purchase and supply of petroleum products etc.

NOC has realized that no organization can perform its duties without equipping staff with updated knowledge and skills. Hence, NOC decided to provide training to its staff on administration and computer skills. They trusted and chose TITI as an appropriate institute to fulfill training needs their staff. TITI conducted 'Office Administration & Documentation Skills' and 'Basic Computer Application' training from 04 to 09 May and from 15 to 20 June, 2008 respectively. There were 34 participants, 17 in each course. Considering the satisfaction of the trainees, NOC has assured TITI to send more participants in future too. TITI is extremely happy for getting the opportunity to work with esteemed government corporation like NOC.

### Customer speaks

Ms. Deepa Gurung, the participant of Training of Trainers (24 April to 06 May 2008) from DRILP has expressed that the training at TITI was very effective. The homogenous quality of participants, good environment & facilities and the quality of trainers made the training more effective. The trainers applied unique styles of presentation compared to the other training programs. Regarding feedback, she suggested that TITI should maintain cleanliness in hostel.

Mr. Dhan Bahadur Silwal, the participant of Training of Trainers conducted from 14 to 26 May 2008 says 'I felt a unique and new approach of training delivery in TITI. Because of effective methods, adequate materials, environment and visualization, I found the training program in TITI quite different from other training programs that I had attended in other places.'

# TITI Training Standards

TITI follows 55 performance standards while delivering training. Below, you will find three standards, continued from the last issue.

## Performance standard 47

*Instructor consistently maintains control of classroom environment.*

Control, as the word is used here, does not mean that instructors lead all discussions, demonstrations, and practice activities, nor does it imply that instructors necessarily play any part in these situations other than being aware of what is going on and ensuring that the situations support learning and do not get out of hand.

## Performance standard 48

*Instructor consistently provides clear and concise instructions on tests, exercises, group work and other activities.*

Providing clear and concise instructions certainly seems easy enough; after all, we give instructions frequently in and out of the classroom, usually with no difficulty. As a result, we always expect giving instructions to be easy. That is when we get into trouble. At best, poor or inadequate instructions will cause a delay; at worst, they can prevent participants from meeting training objectives.

## Performance standard 49

*Instructor generally distributes materials in an efficient manner.*

Much time can be wasted in the class, lab, workshop or field through the inefficient distribution of instructional materials or supplies. Any time that training participants are sitting or standing, doing nothing while waiting on something is time that could have been spent learning.

# TITI's New ....

*(Continued from Page 1)*

In this connection, TITI conducted Training of Trainer – Skill (TOT-S) and Training of Trainer – Knowledge (TOT-K) in April and May, 2008 respectively in Uganda. Two more multiplier training on Training of Trainer – Visualization (TOT-V) and Training of Trainer – Evaluation (TOT-E) will be conducted in July and August 2008 respectively.

One more venture of TITI is in progress with SDC/NSTB. National Skill Testing Board is a national body to certify skilled workforce from different occupations. With the financial support of SDC, NSTB has made an agreement with TITI to produce performance standard testing instrument and test items envisioning the establishment of instrument and test item bank for systematic and effective implementation of skill test. Along with the development of skill testing instrument, NSTB also has an aim to prepare trained assessors for skill and knowledge testing. So far, TITI has conducted six workshops for producing skill testing instruments and test items of about eighteen occupations. Likewise, about 45 assessors have been trained at TITI. As per the agreement, TITI will conduct 10 events of Assessors' Training outside Kathmandu valley in all development regions. By December 2008, TITI has a plan to conduct 6 workshops of test item writers for 18 different occupations. Similarly, NSTB and TITI have agreed to carry out such programs in future.

With such new ventures with international agencies, the recognition and reputation of TITI has increased significantly. It is hoped that new ventures will be continued in future.

*"We are what we repeatedly do. Excellence, then, is not an act, but a habit." - Aristotle*

## Trainer's Profile



**Mr. Mohan Prasad Bhurtel**  
MA., B. Ed. English from TU  
Kathmandu Nepal.

Mr. Mohan Prasad Bhurtel is a trainer in TITI in 'instruction program' and partially in 'community development program'. Master's degree in

English, B. Ed in English and Health and Physical Education, Mr. Bhurtel started his career as a lecturer of English from Gorkha Campus and has served several University colleges for more than 15 years. He started working in TITI in 2001. He is primarily responsible for conducting training programs in and out of the country. His major responsibilities include designing, developing and delivering training courses, assessing / evaluating trainees and preparing reports. In addition, Mr. Bhurtel has conducted community related training programs in TITI. So far, he has conducted training programs for CTEVT technical schools, SOS, GTZ, UNICEF, UMN, HELVETAS and many NGOs and INGOs in the country. As a training consultant, he has conducted training programs in Bhutan and Uganda.

The key areas of expertise Mr. Bhurtel possesses are Instructional Skills, ToT-Series, Assessor's Training, Active Learner Methodology, Community Facilitation and Mobilization, Community Based Needs Assessment, Life Skills, Appreciative Inquiry, Village Facilitation and Social Mobilization training.

Apart from his regular duties, Mr. Bhurtel assists Research and Development Department in baseline and follow-up studies. He is working as a member of Editorial Board of TITI Newsletter. He has also written several Skill Cards for TITI. Being a professional translator, Mr. Bhurtel has translated more than 20 skill/concept cards into Nepali and other documents.

Mr. Bhurtel has traveled many parts of Nepal as well as India, Bhutan, Thailand, Singapore and Uganda in course of his professional responsibilities. He believes that an institution flourishes with the satisfaction, diligence and dedication of all of its members.



### Your Free Gift from TITI

**Do you want to apply adult learning strategies?**

If so, read the skill card "Apply Adult Learning Strategies". It is one of the 135 Skill/Concept cards that TITI has translated

into Nepali language and one of the 416 Skill/Concept cards TITI has developed so far. This card will let you to know on how to apply adult learning strategies in teaching learning situation. At TITI, we use this card in Instructional and Management training courses.

Note: If you need English version of this skill card, please contact TITI, Sanothimi, Bhaktapur, Nepal.

## Upcoming Events at TITI

July 2008 to October 2008

Activity Name	Start Date	Finish Date
<b>Instruction Program</b>		
Basic First Aid	28 July '08	1 Aug.'08
Basic Computer Application	15 Sept. '08	26 Sept.'08
<b>Community Development Program</b>		
Foundation of Community Development	1 Sept.'08	12 Sept. '08
<b>Management Program</b>		
Management Skills	1 Sept '08	26 Sept '08
<b>Curriculum Program</b>		
DACUM facilitator	28 July '08	15 Aug '08
Technology Based Instructional Delivery	25 Aug '08	12 Sept '08
Training Course Design	15 Sept '08	26 Sept '08
<b>Packages (Intensive Trainings)</b>		
Analyzing Performance Problems (3 days)		
Basic First Aid (3-5 days)		
Community Facilitation Skills (5 days)		
Conflict Management & Peace Building (3 days)		
Creative Training Techniques (3 days)		
Design Power Point Presentation (3days)		
Develop Creative Visuals for Impact (3 days)		
Fast Track Schedule (3 days)		
Getting 70 minutes of 1 hour (1 day)		
Human Resource Management for Organizational Results (5 days)		
Leadership and Leading (1 day)		
Life Skills (3-5 days)		
Managing a Project (3 - 5 days)		
Presenting... You (1 day)		
Proposal Writing (4 days)		
Social Mobilization (5 days)		
Study Smart not Hard (1 day)		
Supervise your Teachers, Trainers, Instructors (3 days)		

**NOTE:** Training Packages can be conducted at any time during weekends, working days, public holidays depending on the request of the customers for which 12-15 participants are required. The training can also be conducted at customers' premises with minimum requirement of training facilities.

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

*We welcome your feedback in this issue.*

*– Editorial Board*



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