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COURSE BROCHURE

Performance Gap Diagnosis and TNA Report Writing Training Course

23 – 27 November 2026
Singapore

Performance Gap Diagnosis and TNA Report Writing Training Course

Ref: 1147_43209 **Date:** 23 – 27 November 2026 **Location:** Singapore **Fees:** 6900 GBP

Performance Gap Diagnosis and TNA Report Writing is a 1-week training course for HR and training officers and each participant leaves with a draft TNA report built on real evidence. As budgets tighten and line managers question course requests, a defensible training needs analysis TNA separates genuine skill shortfalls from process or motivation problems. The course reflects how Jupiter Prime Training approaches Performance Gap Diagnosis and TNA Report Writing.

Why Performance Gap Diagnosis and TNA Report Writing Matters Now

Three pressures shape the subject today: line managers who expect proof before releasing staff for courses, roles that change faster than job descriptions, and finance colleagues who ask what each learning request will fix. Organisations that diagnose well spend on the few gaps that matter; those that skip diagnosis fund popular courses while the real causes of poor performance remain. The course draws on ISO 10015:2019, the guidelines for competence management and people development, and on ISO 30422:2022, the standard for learning and development in human resource management.

Who Gains Most from Performance Gap Diagnosis and TNA Report Writing

- Officers who collect and screen course requests from departments
- HR staff maintaining job descriptions and competency profiles
- Training coordinators preparing the yearly learning calendar
- Business partners who advise managers on staff development
- Quality and operations staff linking errors and incidents to skill shortfalls

A training unit that sends two or three officers together gains most, because they return with shared templates.

Performance Gap Diagnosis and TNA Report Writing Capabilities

Participants practise moving from a vague complaint about performance to a costed, prioritised list of learning and non-learning responses.

- Specify the desired and actual performance for a role in observable terms — the line manager requesting help
- Design interview guides and short surveys that surface causes, not wish lists — employees and supervisors
- Assess job data such as error logs and audit findings for gap evidence — the head of function
- Weigh skill, process, tool and motivation causes before recommending training — the budget holder
- Build a priority matrix scoring urgency, impact and feasibility — the learning calendar owner

- Communicate findings in a concise TNA report with clear recommendations — senior sponsors

Key Performance Gap Diagnosis and TNA Report Writing Terms

- Performance gap — the measurable difference between what a role should achieve and what it currently achieves.
- Training needs analysis TNA — a structured process that identifies which performance gaps learning can close and for whom.
- Non-training cause — a gap driven by tools, processes, incentives or workload rather than missing knowledge or skill.
- Three-level analysis — examining needs at organisation, role and individual level so each finding sits in context.
- Priority matrix — a grid scoring needs on impact, urgency and feasibility to decide what is addressed first.
- Evidence triangulation — confirming a finding through at least two sources such as interviews, surveys and records.

Performance Gap Diagnosis and TNA Report Writing Day by Day

Day 1: Framing the Performance Problem

- Desired Versus Actual Performance Statements — Defining the Gap Precisely
- ISO 10015:2019 Competence Guidance — Anchoring Diagnosis in Recognised Practice
- Manager Intake Conversation — Turning Course Requests Into Performance Questions
- Scope and Sponsor Agreement — Deciding Which Roles the Analysis Covers
- Gap Cause Categories — Separating Skill, Process, Tool and Motivation Issues

Day 2: Organisation and Role Lenses

- Strategic Goal Mapping — Linking Business Priorities to Capability Shortfalls
- Job Description and Task Inventory Review — Spotting Outdated Role Expectations
- Competency Profile Comparison — Measuring Required Against Current Proficiency
- Job Data Mining From Error Logs and Audits — Locating Hidden Gaps
- Examples From Retail Banking and Manufacturing — Testing the Lenses on Cases

Day 3: Gathering Individual Evidence

- Structured Interview Guide Design — Drawing Causes From Supervisors and Staff
- Short Survey Construction and Rating Scales — Reaching Larger Populations Reliably
- Observation and Work Sample Checks — Seeing Performance Rather Than Reporting It
- Focus Group Facilitation — Testing Emerging Findings With Peers
- Evidence Triangulation Log — Confirming Each Finding Across Sources

Day 4: Prioritising and Choosing Responses

- Priority Matrix Scoring — Ranking Needs by Impact, Urgency and Feasibility
- Learning Versus Non-Learning Response Selection — Avoiding Courses That Fix Nothing
- Audience Sizing and Grouping — Matching Solutions to Who Actually Needs Them
- Rough Effort and Cost Estimates — Preparing Budget Holder Conversations
- ISO 30422:2022 Learning Process Links — Feeding Findings Into the Learning Cycle

Day 5: Practising the TNA Report

- Findings Synthesis From Interview and Survey Data — Building the Evidence Section
- Gap Statement and Cause Write-Up — Explaining Each Need Clearly
- Recommendations Table With Priorities — Showing What Happens First and Why
- Executive Summary for Sponsors — Securing Agreement on Next Steps
- Draft TNA Report Completion — Ready for Sponsor Review

Applying Performance Gap Diagnosis and TNA Report Writing After the Course

- Take one pending course request, run the manager intake conversation and test whether the gap has a non-training cause.
- Run a small interview and survey round for one role, triangulate the results and present a short TNA report to its manager.

Performance Gap Diagnosis and TNA Report Writing Questions FAQ

What is performance gap diagnosis and TNA report writing, and why does it matter now?

It is the practice of finding where performance falls short, why, and whether training helps, then reporting it clearly. It matters now because managers and budget holders want evidence before approving learning spend.

Which roles gain most from performance gap diagnosis and TNA report writing?

HR and training officers gain most.

How does performance gap diagnosis and TNA report writing differ from an advanced training needs analysis course?

It covers the core diagnosis and report in one week for officers starting out. Longer advanced courses go deeper into competency frameworks, root-cause methods and costing learning investment.

What do you bring back from performance gap diagnosis and TNA report writing?

You bring back a drafted report with gap statements, evidence, a priority matrix and recommendations.

Performance Gap Diagnosis and TNA Report Writing: The Way Forward

The draft TNA report first informs which course requests are approved, redirected or declined in the next planning round. HR officers, line managers and budget holders use it to agree priorities. After its first use, revisit how many gaps turned out to have non-training causes, and adjust the intake conversation to catch them earlier.