

SLITAD TRAINER

The quarterly magazine of Sri Lanka Institute of Training and Development
Volume 4: Issue 1 | Quarter 1, 2022



Training to build character

Message From the President - SLITAD



It's with great pleasure I send this message to the Trainer Magazine of the Sri Lanka Institute of Training and Development (SLITAD).

SLITAD has been in existence since 1998 and is the premier professional body for Training and Development professionals of the country. The present membership of SLITAD is around 400 practicing professionals representing both Private and Public sectors including Armed Forces and the Police. There are Institutional members and Affiliated Institutes from the corporate sector as well.

With the impact of COVID-19 pandemic, the role of Training and Development professionals has become more important and one of the immediate tasks is to nurture the adaptability and resilience of employees to meet the challenges in the new normal environment. In that context, Trainer Magazine provides an excellent opportunity especially to members and the Training and Development fraternity in general to enhance their network and share their knowledge including personal achievements as well.

I take this opportunity to thank members of the Trainer Magazine Committee chaired by Air Commodore Manoj Keppetipola and the Administrative staff for their untiring efforts in publishing the magazine.

Dr. Padmasiri Ranawakaarachchi

From the Editor:

Welcome to the Volume 4 Issue of the SLITAD Trainer!

This issue of the quarterly of SLITAD is published during the time of a planetary pandemic amidst so many restrictions and constraints. I wish to appreciate the guidance and support by the President and the members of the Executive Council in preparing and re-launching this edition after quite some time. This edition is fortified with more knowledge-filled articles written on different perspectives, appreciations, and news on important events that happened during the period of the pandemic.



As the new Editor for "SLITAD Trainer", I wish to convey my personal sentiments to all the Reading fraternity.

Happy Reading!!!

Air Commodore Manoj Keppetipola

MSc (NSWS- Pak), MBA (PIM-SJP), MDS (UoK), BA Defence (Hons), Chartered FCIPM, FITD(SL), ndc (Pak), psc

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SRI LANKA INSTITUTE OF TRAINING AND DEVELOPMENT

Sri Lanka Institute of Training and Development (SLITAD) was established in 1998 to fulfill the professional needs of the community of Training and Development (T&D) professionals of the country scattered among diverse sectors, various types of organizations and with numerous functional belongings, including but not limited to human resources development function. These T&D professionals' needs have transcended their individual learning, and professional growth needs, to collectively contribute towards professionalism in the T&D endeavours of their organizations as well as that of other fellow Sri Lankan organizations. Thus, SLITAD has been able to establish more visibility and recognition for the T&D profession while contributing towards educating the young students to mould them as T&D professionals and ensuring the continuing professional development of practicing T&D professionals over a couple of decades

To encourage and recognize Sri Lankan organizations investing in their people to achieve the growth and success of their organizations through developing people, SLITAD has been successfully organizing the "People Development Awards." SLITAD has also been organizing National Conferences on Training and Development during the pre-COVID-19 period.

SLITAD is a non-profit organization managed by a national executive council (Exco) led by a president. The Institute is affiliated with the International Federation of the Training and Development Organizations (IFTDO) and Asian Regional Organization of Training and Development Organizations (ARTDO).

There are numerous opportunities for individuals and organizations to partner with SLITAD as it organizes professional study programmes, courses, and training workshops.

SLITAD provides public training programmes as well as offers many customized training workshops and management consultancy projects. Your organization can also partner with SLITAD in developing your competitive advantage through developing people.

For more details on how SLITAD can help, please feel free to contact us.

Email: slitad@sltnet.lk and slitadhrd@gmail.com WhatsApp: +9475 8084402, Telephone: +9411 280 7170 / +9411 401 9869. The official website of SLITAD is www.slitad.org.lk/

THE EXECUTIVE COUNCIL – 2021/22 OF SRI LANKA INSTITUTE OF TRAINING AND DEVELOPMENT



... THE EXECUTIVE COUNCIL – 2021/22 OF SRI LANKA INSTITUTE OF TRAINING AND DEVELOPMENT



MEMBERSHIP OF SRI LANKA INSTITUTE OF TRAINING AND DEVELOPMENT

SLITAD is a unique professional body with membership of Training and Development (T&D) professionals who belong to diverse sectors ranging from corporate to public to technical, vocational and tertiary education to defence services, etc ... Besides, they represent a multitude of functional disciplines encompassing Training, Learning and Development, Human Resource Development, Organizational Development, Coaching, Lecturing, Management Consultancy and Learning Content Development. They are in a continuing journey of learning as T&D professionals in their roles as trainers, training content developers, training administrators, and training managers.

Memberships and upgrading of memberships of SLITAD are awarded by the Executive Council (Exco) based on relevant professional qualifications, experience, and prior learning:

- **Fellow Members:** Entitled to use designatory letters FITD. Qualified Training and Development professionals who have made a significant contribution to SLITAD and society.
- **Members:** Entitled to use designatory letters MITD. Qualified Training and Development professionals who have completed three years as an Associate Member (AMITD) or based on prior professional learning and experience as recognized by the Exco.
- **Associate Members:** Entitled to use designatory letters AMITD. Training and Development professionals who are engaged in Training / HRD activities with a Diploma in Training and Development or any equivalent qualification recognized by the Exco.
- **Affiliates:** Aspiring T&D professionals such as students of Diploma in Training and Development or those who have more than one year of executive experience in Training or HRD activities but do not yet possess a formal qualification in T&D.
- Members at all levels can look forward to their continuing professional development (CPD) journey with SLITAD through regular CPD webinars and other interactions, with the support and guidance of T&D experts with experience and exposure in their respective topics.
- **Institutional Memberships:** Corporate bodies interested in developing strategic partnerships with SLITAD to obtain preferential benefits through SLITAD towards training and development of their employees and staff of their customers and suppliers.

You may contact slitad@sltnet.lk and hony.secretary.slitad@gmail.com

SLITAD WEBINAR SERIES

Membership and CPD committee headed by Assistant Secretary Indraka Liyanage arranged a series of Webinars. This initiative was to increase awareness and continue professional development as a prerequisite to being a successful professional. The Webinars would be arranged on a Free of Charge basis and open to members of SLITAD, students, L&D, and other interested professionals. Three webinars were conducted successfully and the fourth one is lined up. SLITAD expects that the members and the other stakeholders would make the optimum use of this opportunity.

SLITAD Webinar Series –Webinar 1 – Learning in the New Normal: Promising Prospects



Continuing Professional Development as a Prerequisite to be a Successful Professional

"Learning in the New Normal: Promising Prospects"

SLITAD Inaugural CPD Webinar
Followed by a Q&A session

Friday, 20th August 2021 via Zoom
7 PM – 8 PM

Prof. Ajantha Dharmasiri
Former Director, Postgraduate Institute of Management (PGIM) - University of Sri Jayawardenapura,
Adjunct Professor, Division of Management and International Business, Price College of Business,
University of Oklahoma, USA.
Past President, Chartered Institute of Personnel Management (CIPM), Sri Lanka

Target Audience: SLITAD Members/Students, HR/ L&D and other Interested Professionals

Click the link below now to register for the webinar OR scan the QR code

Free of Charge

Contact: Ravi Chamakura +94 77 345 7965 / +94 71 756 7561



Seven

1. Demand for contingent workers

Five E Framework

Engage
Explore
Explain
Elaborate
Evaluate

Source: Bybee et al. (2005)



Some captures from Webinar – 1 titled "Learning in the New Normal: Promising Prospects"

The resource person for the Webinar #1 was Professor Ajantha Dharmasiri with an impressive participation. Professor Dharmasiri shared his thoughts and views on "Learning in the New normal: Promising Prospects". This webinar was held on 20 August 2021 from 1900hrs to 2000hrs. President SLITAD – Dr. Padmasiri Ranawakaarachchi delivered the welcome address, which was followed by the presentation by Professor Dharmasiri. Q&A was filled with many clarifications and at the end, chairman Membership and CPD committee, Indraka Liyanage delivered the vote of thanks. Host for the event was council member Chulani Senaviratne.

SLITAD Webinar Series – Webinar 2 – We Direct our Own Movies

Webinar #2 was conducted by Mr. Deepal Sooriarachchi on the title of “We Direct our own movies”. Mr. Sooriarachchi shared his thoughts and views on many facets especially on mindfulness and reaching the goals of life. This webinar was held on 17 September 2021 from 1900hrs to 2000hrs. President SLITAD – Dr. Padmasiri Ranawakaarachchi delivered the welcome address, which was followed by the presentation by Mr. Sooriarachchi. Q&A was filled with many clarifications and at the end, the chairman Membership and CPD committee, Indraka Liyanage delivered the vote of thanks. The host for the event was council member Tharushi Perera.



Some captures from Webinar – 2 titled “We Direct our own movies”

SLITAD Webinar Series – Webinar 3 – Design Thinking for Transforming People

Webinar #3 was conducted by Dr. Travis Perera on the title of “Design Thinking for Transforming People”. Dr. Perera shared his thoughts and views on many facets especially on the applicability of the design thinking for the trainers. This webinar was held on 17 September 2021 from 1900hrs to 2000hrs. President SLITAD – Dr. Padmasiri Ranawakaarachchi delivered the welcome address, which was followed by the presentation by Mr. Sooriarachchi. Q&A was filled with many clarifications and at the end, the chairman Membership and CPD committee, Indraka Liyanage delivered the vote of thanks. The host for the event was council member, Air Commodore Manoaj Keppetipola.

Continuing Professional Development as a Prerequisite to be a Successful Professional

"Design Thinking for Transforming People"

SLITAD CPD Webinar # 03
Followed by a Q&A session

Friday, 15th October 2021 via Zoom
7PM – 8PM

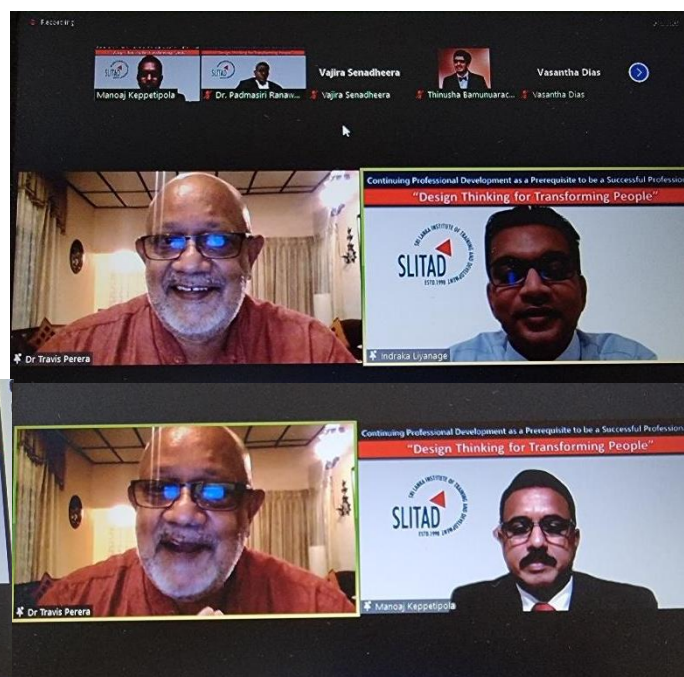
Dr. Travis Perera
Ph.D. (Sci.), MBA (Sci.), MIED (UK)
Senior Consultant, Postgraduate Institute of Management, Sri Lanka
Member board of Study of the Postgraduate Institute of Management
Member of the Board of 'Apil Wenuwen Apil' under the Ministry of Defense
Member of the Institution of Engineering Designers (UK)

Target Audience: SLITAD Members/Students, HR/ L&D and other Interested Professionals

Click the below link or scan the QR code now to Register for the webinar:
<https://bit.ly/SLITAD-03>

Contact
Indraka +94 77 732 5923
Chamikara +94 71 756 2561



Some captures from Webinar – 3 titled "Design Thinking for Transforming People"

SLITAD Webinar Series – Webinar 4 – Rekindling Skill

Continuing Professional Development as a Prerequisite to be a Successful Professional

"Rekindling Skill"

SLITAD CPD Webinar # 04
Followed by a Q&A session

Friday, 25th November 2021 via Zoom
7PM – 8PM

Dr. Rohan Pallewatta
PhD (University of Bolton, UK), MBA (PIM-SIP), BA (English: Special)
Attorney at Law
Executive President of Lanka Harness (Pvt) Ltd.

Target Audience: SLITAD Members/Students, HR/ L&D and other Interested Professionals

Click the below link or scan the QR code now to Register for the webinar:
<https://bit.ly/SLITAD-04>

Contact
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Webinar #4 was conducted by Dr. Rohan Pallewatte on the title of "Rekindling Skill". Dr. Pallewatte shared his thoughts and views on many facets specially on the training and retention of employees. This webinar was held on 24 November 2021 from 1900hrs to 2000hrs. President SLITAD – Dr. Padmasiri Ranawakaarachchi delivered the welcome address, which was followed by the presentation by Dr. Pallewatte. Q&A was filled with many

clarifications and at the end, chairman Membership and CPD committee, Indraka Liyanage delivered the vote of thanks. Host for the event was, council member, Chulani Senaviratne.

FELICITATIONS



Felicitation at the last AGM to Mr. Chandra Fernando (immediate past President of SLITAD) who was appointed the current Chairman of the Police Commission.

KITI-IWM Signs an Institutional Affiliation Agreement with SLITAD

After exploring mutually beneficial collaboration opportunities through successful discussions, SLITAD and Kothmale International Training Institute of Irrigation and Water Management (KITI-IWM) signed an Institutional Affiliation Agreement. The signing event was held at SLITAD Secretariat on the 27th January 2022. KITI-IWM is an approved institute of Tertiary and Vocational Education Commission (TVEC) Sri Lanka to offer up to NVQ Level 6 qualifications including a Training of the Trainers Programme.



The signing of the Affiliation Agreement

(L to R): Dr. Padmasiri Ranawakaarachchi (President, SLITAD) and Eng. Frankie U. Perera (Head of the Institution, KITI-IWM) signing of the Agreement on behalf of their institutions.



Exchanging of the copies of the Affiliation Agreement

(L to R): Dr. Padmasiri Ranawakaarachchi (President, SLITAD), Eng. Frankie U. Perera (Head of the Institution), Eng. Tilan Edirisooriya (Asst. Director, KITI-IWM), and Mr. Ruwan N. Jayasooriya (Training Consultant, KITI-IWM)



Presenting SLITAD Affiliate Member Certificate to KITI-IWM

(L to R): Mr. Upali de Silva (Admin Secretary, SLITAD), Dr. Padmasiri Ranawakaarachchi (President, SLITAD), Eng. Frankie U. Perera (Head of the Institution, KITI-IWM) and Mr. Ruwan N. Jayasooriya (Training Consultant, KITI-IWM)

TRAINING IN THE “NEW NORMAL” - LESSON LEARNED FROM INTERNATIONAL TRAINING AND DEVELOPMENT PROFESSIONALS

The COVID19 pandemic has crippled many industries, it has pushed some industries to completely pivot, and it has challenged some other industries to change or evolve!

Learning and development surely fall in the later. The first wave of the spread completely stalled all training and development activity across the world and pushed many to opt for Virtual / Online training and development initiatives.

While some bravely undertook the challenge, some resisted saying delivery online will never be as effective as a classroom or physical environment session. However, this topic has been critically discussed among T&D professionals across the world.

I had the opportunity of reaching out to some professionals across the world through a LinkedIn post where I raised the question as to what challenges they have been facing and how they have overcome those challenges.

The discussion below was derived from those conversations and comments. We discussed some of the key changes taking place in the training and development landscape. I will be breaking this down into a few components such as:

- The changes in organizational learning needs
- The changes in training delivery methods
- The behaviour changes in buying and consuming of the training module

The Changes in Organizational Learning Needs

Along with the breakout of the pandemic, some of the most essential skills necessary for delivering some business solutions became completely obsolete (Ex: Customer Service – Smile at the customer Make eye contact with the customer, Etc..) these were completely irrelevant to delivering the same service because customers weren't at the outlet, they were placing orders online or via a call.

Suddenly the same person had to now acquire an entirely new set of soft and technical skills relevant to the job function. Yet there was hardly any time to allocate for learning and development – it was all trial and error!

With many organizations facing massive drops in sales volumes – training was seldom thought of, but they knew it was required.



Arqam Azar

MBA (UK), P.G.Dip
Marketing (SL), MSLIM,
AITD, Certified Trainer.

Arqam Azhar is a seasoned training professional who has been operating independently for over 7 years. He is the founder of Arqi-Ology Training and Consultancy. His specializes in delivering personalized and results oriented learning experiences which are highly activity based and engage the learner throughout the learning process. (Email: arqam_a@hotmail.com)

So along with the new normal came an evolved set of learning needs such as Virtual or Digital selling skills instead of just selling skills, Virtual presentation skills, Digital documentation skills, Video conferencing skills, managing online meetings, Etc. The list can go on and on!

These factors were affecting the learning needs in organizations and their HR teams were too busy fixing other issues and acclimatizing themselves to the evolving business environment and functions.

One of our respondents from the Philippines mentioned that instead of selling training they promoted app-based learning needs analysis tool to help employees share their experiences, emotions, and learning needs while working on the frontline through a pandemic. They then used the information to create need-based learning solutions from simple Health & safety optimization training, to working with complex technological tools for better business and service delivery.

The Changes in Training Delivery Methods

The changes in learning needs were only one side of the challenge the other side of it was in terms of delivering their training modules. There was a clear understanding that there were new learning needs that needed to be fulfilled but there was a challenge as to how to deliver such training effectively as most trainers shrugged upon the idea of delivering virtual training as they strongly believed that the physical touch is what creates the magic in a learning space. This notion has been seriously put to the test as the 3rd wave of the pandemic sweeps through and learning and development initiatives are being delivered across many other forms.

The go-to tool for many of us were the online conference calling applications such as Skype, Zoom, WebEx, Streamyard, and many others, we also saw Learning Management Systems (LMS) tools like Microsoft Team becoming a very handy tool for delivering training.

In my conversations online a prominent trainer and lecturer from the University of Georgetown USA mentioned a few different techniques they had used in the delivery of training and development modules:

1. Live video conferencing such as Zoom. Skype or MS Teams
2. Prerecorded content: Learning on demand.
3. 1 -1 coaching WhatsApp, Facebook messenger
4. Podcasting Audio only learning materials
5. Livestreaming / Videocasting
6. Demonstrative films for some technical learning needs

These were some of the tools they have been using to deliver training programs while in lockdown.

The Behaviour Changes in Buying and Consuming of Training Modules

There has also been a massive shift in the buying process and consumption of training modules. While some of the larger corporations were trying to understand and deliver learning needs as effectively as possible – some companies just completely left people with minimal instruction. Which pushed people to assess their training needs and buy the required training programs.

On the other hand, as people were restricted within their homes and kept under strict lockdown policies, it triggered many to reevaluate themselves and identify skill or capacity development gaps. These realizations led to many people starting to take online courses and training programs like never.

“During the COVID-19 pandemic, Udemy has seen an increased enrollment across geographies with 130% growth in the U.S., 200% in India, 320% in Italy, and 280% in Spain. It is also important to note that people from different countries are also gravitating toward different courses”

This also indicates that training and development needs are now being purchased at a personal level and the need for personalized 1-1 training or pre-recorded training content sold via various online platforms is going to become increasingly popular in the future.

So as a professional trainer the lessons I have learned through the conversations and discussions I had are to observe, research and understand the evolving learning needs of my client segments and to develop training content using training delivery methods that the foreseeable future demands of me. I have also registered as a content creator on some of the leading platforms where I plan to upload my prerecorded training programs so people interested in the topics, I provide training in can access and learn.

However, the bigger lesson I learned is that the work we do as trainers requires us to be able to change and adjust to best satisfy the needs of the learner and I guess the smartest move we as trainers can do is to look around us learn from lessons of other like-minded professionals and keep evolving.

If your mind is still saying “Oh yeah! all that is true, but once COVID 19 is gone, all this is going to come down like a façade” – Please remind yourself that people and their behaviour is susceptible to adapt and change, people have been experiencing some of these scenarios discussed above, for more than a year now. While some of it may go back to Physical classroom training sessions many of them are going to stick to some these new convenient and cost-effective ways of learning and development.

Try some of them out for yourself! Experiment and doing something different are always good. I personally had to fight many anxieties in the process of doing certain things I did! But it is all taught great lessons and created meaningful and valuable experiences.

APPRECIATIONS

POSTHUMOUS APPRECIATION OF SERVICES BY THE LATE MR. S.B.W. DE SILVA (FORMER VICE PRESIDENT AND HONY. SECRETARY OF SLITAD)

Mr. S.B.W. de Silva, a former Vice President, Hony. Secretary and the author of the Constitution of SLITAD who rendered an invaluable service to SLITAD for 22 years has passed away. Mr. De Silva had been a continuous contributor to the SLITAD. At the last AGM, SLITAD was able to honour him with SLITAD Honorary Life Membership. Mr. S. B. W. Silva was a very respectable Senior Police Officer and a Trainer of high standard. As a founder member of SLITAD his contribution to the Institution was immense. He was very firm and stood for the truth. He had a very sharp memory and we always looked up to him for clarification and advice. Although he was not involved much in the SLITAD activities during the last couple of years we have contacted him many times for his advice. It is a great loss to the Institute, but we will always remember him with gratitude for his invaluable service and contribution to SLITAD.



The late Mr. S.B.W. De Silva was elevated to Honorary Life Member of SLITAD at the last AGM

May he attain Supreme Bliss of Nirvana!!

POSTHUMOUS APPRECIATION OF SERVICES BY LATE MR. ROHINDRA ABEYSEKARA - (FORMER COUNCIL MEMBER)



With deepest sorrow, we announce the demise of Mr. Rohindra Abeysekara, Executive Council member after a brief illness. Mr. Rohindra Abeysekara was a former Council Member who had rendered a great service to SLITAD. SLITAD appreciates the great contributions of late Mr. Abeysekara, particularly in organizing events in the last several years. His demise would be an unbearable loss to SLITAD.

Mr. Rohindra Abeysekara, was an active member of SLITAD. He was endowed with Noble Qualities, which most of the fellow human beings do not possess. He demonstrated Leadership qualities to the highest echelon. Always stood and voiced for justice. May his soul rest in peace!

POSTHUMOUS APPRECIATION OF SERVICES BY THE LATE MR. GEORGE PERERA (FORMER VICE PRESIDENT)

With the deepest sorrow, we announce the demise of Mr. George Perera (FITD) a former Vice President of SLITAD who had rendered an immense service to SLITAD. SLITAD appreciates the great contributions of late Mr. Joe Perera, particularly in the early years of SLITAD. His demise would be an unbearable loss to the SLITAD. May his soul rest in peace!

APPRECIATION OF SERVICES BY THE LATE MR. S. RATNASINGHAM (THE FIRST ADMINISTRATIVE SECRETARY OF SLITAD)



With the deepest sorrow, we announce the demise of Mr. S. Ratnasingham, a former Administrative Secretary of SLITAD who rendered an immense service to SLITAD for 15 years. SLITAD members appreciated the great contributions of late Mr. Ratnasingham from the inception of SLITAD. May his soul rest in peace!

COACHING - THE BEST METHOD TO ENERGIZE SMES FOR THE NEW NORMAL

A Dilemma: A large number of SMEs are facing a dilemma at present on what to do next to recommence their businesses to cater the New Normal situation. The reason for this is their lack of knowledge on how to face such a situation as this situation was never expected. On top of that Many SME Entrepreneurs lack proper Management, technical, financial expertise an inherent risk in the industry.

Why Coaching: Coaching is a process to support the effective progress of a coachee (in this case the SME entrepreneur) in which the coachee role is to do the hard thinking and to stretch him to move rapidly and effectively to the achievement of a defined goal within a short period (ideally within 3 months).

Why we are not using counseling in this situation is that refers to the past and the outcome is based on a problem and the duration of counseling vary. We should also not use the mentoring process as it is an ongoing process



Naleen Edirisinghe
MSc Mgmt. (USJ), FIBSL,
FCPM, SLITAD Certified
Life & Business Coach

based on advice by the mentor. **Coaching is forward-thinking and looking for solutions within a fixed period of time.**

How does coaching work? Coaching starts with a dilemma and in this case, the dilemma is the SME Entrepreneur wants to recommence his business to cater to the new normal but does not know how to handle it due to lack of knowledge to face such situations. The steps in coaching after finding the dilemma is as follows;

- 1) Clarify the current reality
- 2) Help develop a SMART goal (SMART refers to specific, measurable, achievable, realistic, and time-bound)
- 3) Help develop a couple of strategies to achieve the set goal
- 4) Help Develop about 3 SMART actions to achieve the goal
- 5) Help create structures (Reminders) to achieve actions
- 6) Monitor and Follow up on the progress

In fact, 96% who have undergone professional coaching have indicated that they would repeat the process for the same circumstance.

News About SLITAD Members...

Felicitation of SRI LANKA THILAKA T. Perinpanayagam (FITD)



Mr. T. Perinpanayagam (FITD) was conferred with the 'SRI LANKA THILAKA' Award by President Maithripala Sirisena at the National Honours 2019.

Mr. T. Perinpanayagam, a retired Deputy Inspector General of Police and a Fellow Member of SLITAD received the 2019 National Honours, 'SRI LANKA THILAKA', by then President of Sri Lanka at the National Honours Ceremony. The 'SRI LANKA THILAKA' title was conferred for the yeoman service Mr. Perinpanayagam rendered towards the enhancement in the field of Road Safety to the Nation and delivering outstanding leadership to programmes designed to protect the Human Rights of individuals and the safety of road users on our highways.

Having served Sri Lanka Police for a period of 40 years, Mr. Perinpanayagam retired as a Deputy Inspector General of Police. He also had the honour of being appointed the First Deputy Inspector General of Police, for the newly created Traffic Division for the entire Country in 1993. He was the Director of Traffic and Deputy Inspector General of Police for Traffic Administration and Road Safety for 15 Years.

At the 22nd AGM of SLITAD held in October 2020, SLITAD felicitated Mr. Perinpanayagam and conferred him with SLITAD Honorary Life Member status. Dr. P. Ranawakaarachchi in his address mentioned that Mr. Perinpanayagam has been the most authoritative expert and the master trainer in highway code and traffic laws in Sri Lanka. Mr. Perinpanayagam mentioned that he was sharing the honour with the Sri Lankan training and development professionals.

At that event, he donated a stock of his book "The Highway Code of Sri Lanka" to SLITAD requesting that the sales proceeds should be credited to SLITAD funds.

Congratulations to SLITAD Executive Council Member Dr. Samantha Rathnayake on his new Appointments!



The Governing Council of the SLITAD is extending the best wishes to Dr. Samantha Rathnayake for a number of his recent appointments locally and internationally. One is the appointment as a member of the International Advisory Board of Nepalese Hospitality of Tourism Management, Nepal Academy of Tourism and Hotel Management, Nepal. Also, the Uniglobe College affiliated with Pokhara University, Nepal, has appointed him as a member of the Editorial Advisory Board of the Nepalese Journal of Finance and Nepalese Journal of Economics. In the meantime, the Sona School of Management, India, has appointed him as a member of the Editorial Advisory Board of Bi-annual Journal-Global Management Review (GMR). Also, the SLITAD wishes to congratulate him for his recent appointment as the Chairman of the Panel of Judges to Evaluate Entrepreneur of the Year Organized by the Federation of Chamber of Commerce of

Industries of Sri Lanka (FCCISL). He has been serving on that committee since 2016 as a member.

In addition, Dr. Rathnayake was appointed to the Sri Lanka Development Journalist Forum management as a new board member from February 2021 onwards. Also, he has been appointed as a member of the Steering Committee on Research and Development of Information Technology and Services of the Research Arm, National Science Foundation of Sri Lanka. In the meantime, the National Science Foundation has appointed him as a Content Editor/Member of the Editorial Board of Sri Lanka Journal of Social Sciences (SLJSS) for the term starting from 1st July 2021 to 30th June 2024.

SLITAD Exco Member Chulani Seneviratne is Awarded with a Leadership Excellence Award by Toastmasters International



SLITAD Exco (Executive Council) Member and Toastmaster Chulani Seneviratne was awarded with a Leadership Excellence Award by the Toast-masters International (TMI) in recognition of her leadership contribution for motivating and guiding Toastmasters Clubs to achieve excellence and reaching the President’s Distinguished Area status in her capacity of the Area Director of TMI Area B2 of District 82 in 2020-21. She currently serves as the Training & Development Manager at Noratel International (Pvt) Ltd. in Sri Lanka.

SLITAD Certified Trainer, Dr. K. R. N. Harshani, Makes her Mark!

SLITAD Certified Trainer and SLITAD Life and Business Coach, Dr. (Mrs.) K. R. N. Harshani PhD, who achieved Distinction Pass in both the programs, conducted a two-hour Webinar on the ‘Book Corner’ concept under the theme “පෙර පාසල් ගුරුවරයින්ගේ දැනුම් පොතට: පෙර පාසැලට අත්වැලක්” organized by the Lions Club of Gampaha Metro in collaboration with the Preschool



Unit of the Western Province Education Dept. in October 2021 to celebrate the **‘World Children’s Day’**.

The program attracted an unprecedented 1,000 Preschool teachers spread out through the Western Province!

The program culminated with a question session via ‘Chat’ that was hard to manage as a result of the positive feedback that flowed in at a rapid pace and as a result, the participants were allowed the option to raise their questions through WhatsApp, and email for all of which she responded taking many hours.

Customized Training Programmes Offered by Sri Lanka Institute of Training and Development

Sri Lanka Institute of Training and Development (SLITAD) has the distinction of being the largest grouping of training and development professionals in Sri Lanka. Therefore, SLITAD is able to recommend the most suitable trainers to deliver any specific training programme based on the experience, exposure, and expertise required to ensure credibility and effectiveness of delivery. The programme modules and lesson plans are peer-reviewed to ensure quality assurance. Programme participant and other stakeholder feedback as well as the progress follow-up with the client organizations are done to assess the performance of our faculty of trainers continuously.

The flagship professional courses offered by SLITAD include National Diploma in Training and Human Talent Development and Certificate in Training and Human Talent Development. In addition, the other public programmes include Certified Life and Business Coach, and SLITAD Certified Trainer.

SLITAD has two approaches to providing training programmes, namely, public programmes and customized programmes. Public programmes are suitable if an organization does not have an adequate number of participants with a given training need. Such public programmes are conducted by SLITAD from time to time, attracting nominees who have a common training need from different organizations. Customized training programmes can be organized catering to a specific training need or several training needs in modules by a trainer or a team of trainers recommended by SLITAD based on their expertise and experience.

Depending on the specific organizational requirements, the customized training and development interventions offered by SLITAD may include one or more of the following: (i) conducting a Training Need Analysis and Assisting in prioritizing; (ii) recommending training and development solutions; (iii) recommending trainers/management consultants; (iv) assessing pre-programme status; (v) pre-programme exercises/assignments/projects; (vi) delivery of the programme; (vii) post-programme assessment; (viii) post-programme follow-up; (ix) follow up interactions for implementation of learning back at work; and (x) booster programmes for continuing developments of knowledge, skills, and attitudes.

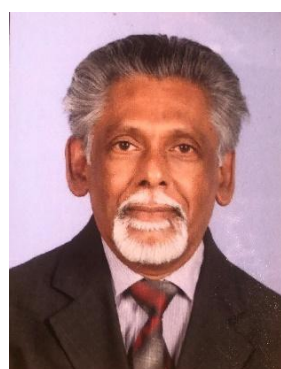
Role of Coaching in Creating the Future of an Organization



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What is coaching?

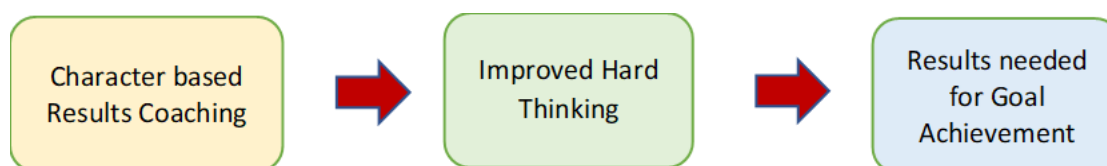
Coaching dates back to the 15th century. It is said that in a village named Kocs (pronounced as Koch) in the plains of North West Hungary where the livelihood of the peasants was building carts to transport goods from Vienna and Budapest an unknown carriage maker devised a larger and more **comfortable** carriage than any known at the time and called it a Koczi szeter or 'wagon of Kocs' (commonly called 'kocsi' pronounced as Kochi). Going by the concept of **carrying people comfortably**, in the **18th century** students in England started using the term '**Coach**' for tutors preparing them for exams because they **quickly** and **comfortably**

“**carried**” them (students) to their **goal** of passing their exams. Over the next century, the term ‘Coach’ became popular.

The term ‘Coach’ was initially used in 1830 and Oxford University coined a meaning for this term as slang for a tutor. Coaching can be defined in diverse ways depending on the area where it is applied. The origination of the term ‘**Coaching**’ started in the latter part of the 1880s.

Most people understand coaching in relation to sports and languages. However, in life and business matters, coaching has a different connotation altogether.

Coaching is helping people to think better so they can achieve more positive results with a focus on developing good character. (improved version of Results Coaching Systems)
According to ICF, International Coaching Federation, Professional Coaching is an ongoing relationship that helps people produce extraordinary results in their lives, careers, businesses, or organizations.



Why does everyone need a Coach

Every human being needs to:

- Discover, clarify and align what one wants to achieve: this provides purpose and meaning to life and the career aspirations of an employee
- Be encouraged towards self-discovery: self-awareness and self-worth are significant factors for any employee to cooperate and collaborate with others in a team
- Elicit self-generated solutions and strategies: this calls for hard thinking and reflection, gaining insights so that employees at any level can make sound decisions
- Be responsible and accountable: to oneself in the first place so that one contributes and performs at an above-average level enabling the organization to face business challenges internally or externally.

Role of Coaching in organisations

Prior to looking at the role of Coaching in an organisation let us look at the ‘**need**’ for Coaching in an organisation. In a dynamic business environment, an organisation is required to be able to make fast decisions and respond to changing demands on a moment-by-moment basis.

The fact that employees no longer consider a 'job for life' also poses a challenge to organisations as far as training is concerned.

These needs are ideally addressed by Coaching, the purpose of which is to create a deep learning partnership through a series of systematic steps applied **within a predetermined period of time**, in order to empower the employees to gain courage, competencies, and commitment to achieve fulfilling goals towards high performance.

The envisaged results would be for employees to;

- develop abilities to communicate more openly so that any issues may be communicated and action taken
- become more self-responsible
- get fully engaged in work so that they find fulfillment.

The Roles of a Coach would be to;

- support effective progress in employees to gain the competencies, develop the required mindset, and help develop SMART goals and actions, ensuring the employees do the "hard thinking".
- stretch the individuals to move rapidly and effectively to the achievement of the defined goal with confidence to create the dynamism required for the organization in the future.

Impact of Coaching

Coaching facilitates stimulation of Insights or '**new positive** thoughts' in the Coachee's (employee) mind and systematically guides him/her to develop goals and actions to achieve such goals. Therefore, in a routine organisational setting it;

- creates an opening for innovation (especially in an organization operated under a directive leadership style)
- motivates younger employees in particular by making them see a leader in their supervisor as opposed to a 'Boss'
- gives an opportunity for a 'break' in the usual fire-fighting environment, an opening for insightful thinking
- often provides the answer to the question 'why do employees underperform despite being armed with the required toolkits to perform'
- fortifies employees not only take an organization to the top but make it remain there amidst stiff competition (ongoing Coaching)
- makes employees 'effectively put into practice' what they have been trained in, thus enabling organisations to achieve a return on their training investment.

There are also specific situations where Coaching can play a major role in the future of an organisation:

Transformational change such as when mergers and acquisitions take place –

- In this situation, the leaders may be all out for the change, but may not be fully aware of how they should change their behavior and attitudes to lead the change. A Coach may work on a one-to-one basis and also apply group Coaching to help iron out such a situation.
- In a business growth and or restructuring situation Coaching may become necessary to enhance the performance of junior staff or those lacking sufficient exposure, in particular, to achieve the envisaged outcome.

The difference between Coaching & other people development initiatives



Source: Savvy Self Growth

Aspect:	Coaching	Counselling	Mentoring
Purpose	Build	Build	Build
Method	Questions	Questions	Advise
Focus	Solutions	Problems	Success
Duration	Fixed	Vary	Ongoing

The key factor is that Coaching guides an employee towards arriving at **solutions**, thus does not focus on problems, but on goals, hence being considered as a '**positive**' people development tool. The key advantage of Coaching is that it works towards achieving solutions within a predetermined '**fixed**' period of time.

SLITAD and Coaching

In the year 2019 SLITAD identifying the need for Coaching in Sri Lankan corporate world, commenced the '**SLITAD Certified Life and Business Coach**' programme becoming the trailblazer in certifying HRD professionals and others who were interested in developing people as Competent Practical Coaches. To date, the Institute has thereby introduced Coaching to many fields from Banking and Finance to Hospitality, Health to Education, and many more through its 12 Batches which have produced 35 Life and Business Coaches. SLITAD has developed its program as Character-based Coaching in line with the coaching competencies specified by ICF.

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CALLING FOR PAPERS TO BE PUBLISHED IN THE NEXT ISSUE OF SRI LANKA JOURNAL OF TRAINING AND DEVELOPMENT TO BE PUBLISHED IN JULY 2022

The Members of SLITAD are hereby cordially invited to submit articles for the next issue of Sri Lanka Journal of Training and Development to be published in July 2022. To promote collaboration between regional training and development organizations and other like-minded practicing professionals and academics, non-SLITAD Members may also be invited to write upon their expression of interest.

The guidelines to be followed are as follows:

1. Theme of the Issue: ***'Training, Learning, and Innovation to create the future of an organization'***
2. Expected content: Relevant research, literature reviews, surveys, benchmarking best practices, learning through experiences, experience sharing, and relevant technical aspects of T&D and etc.
3. Word limit per article: 1500 words
4. Referencing system to adopt: APA for citations and references with text in MS Word format in New Roman font size 12 with 1.5 line-spaces
5. Photographs of the authors of the articles must be in .jpg or .png format as separate attachments
6. The articles submitted must be original unpublished work of the author and citations must be attributed to the original authors and publications.
Only manuscripts of sufficient quality that meet the aims and scope of the Journal will be reviewed and selected for publication. The Editorial Board reserves the right to accept and edit the articles for brevity and clarity. The Editorial Board reserves the right to accept any article for publication.
7. There are no fees payable to submit or publish in this journal.
8. The articles in MS Word format must be submitted at editorial.board.slitad@gmail.com on or before 31 May 2022.

For any further details or clarifications, the prospective authors are requested to contact us at editorial editorial.board.slitad@gmail.com for any clarifications.

Thank you!!