



Reform Initiative Implementation Action Plan- RIIAP

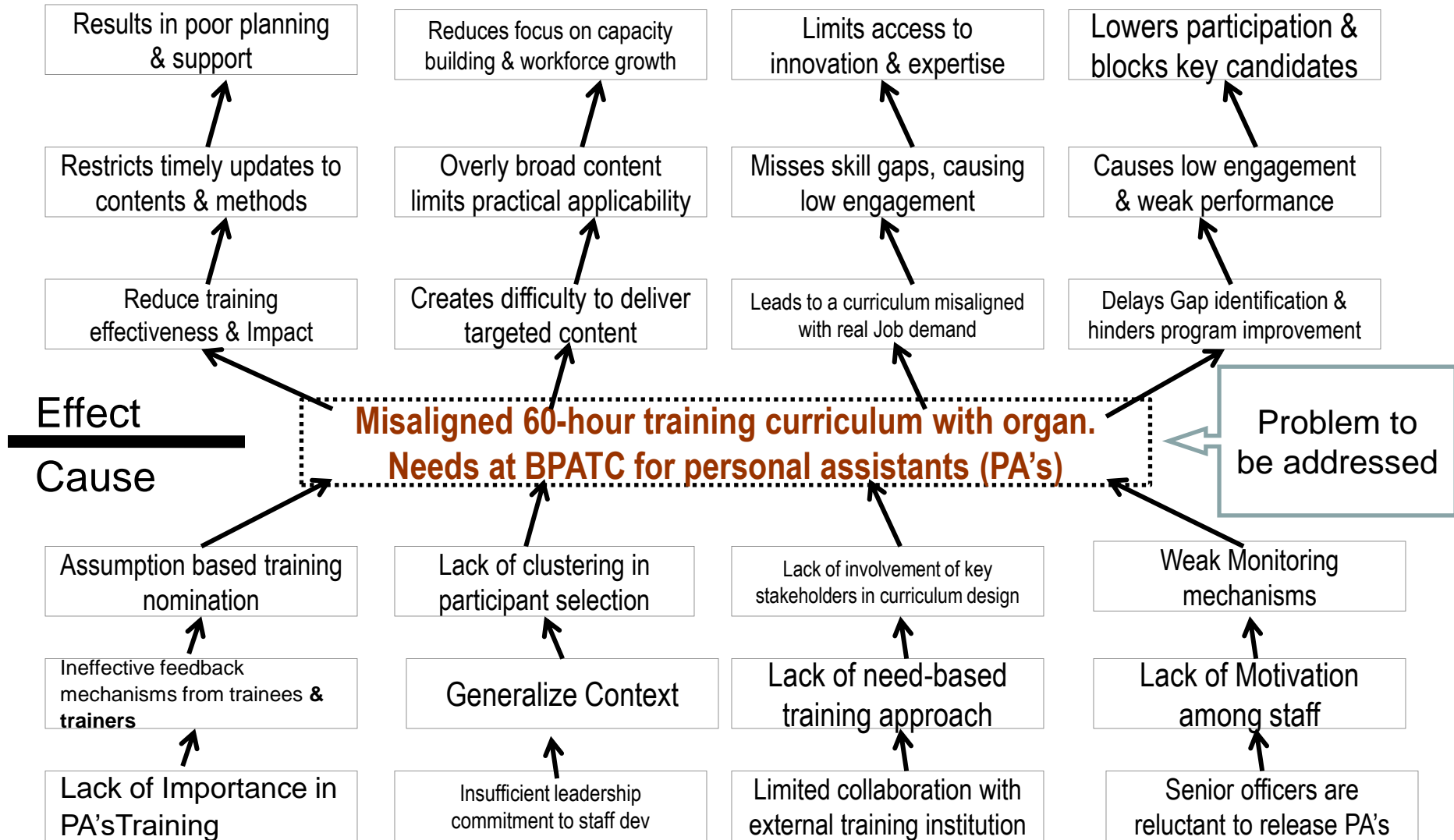
Enhancing the capacity of 10 Personal Assistants (PAs) through 100% experiential learning (EL) to fully and effectively utilize their potential.

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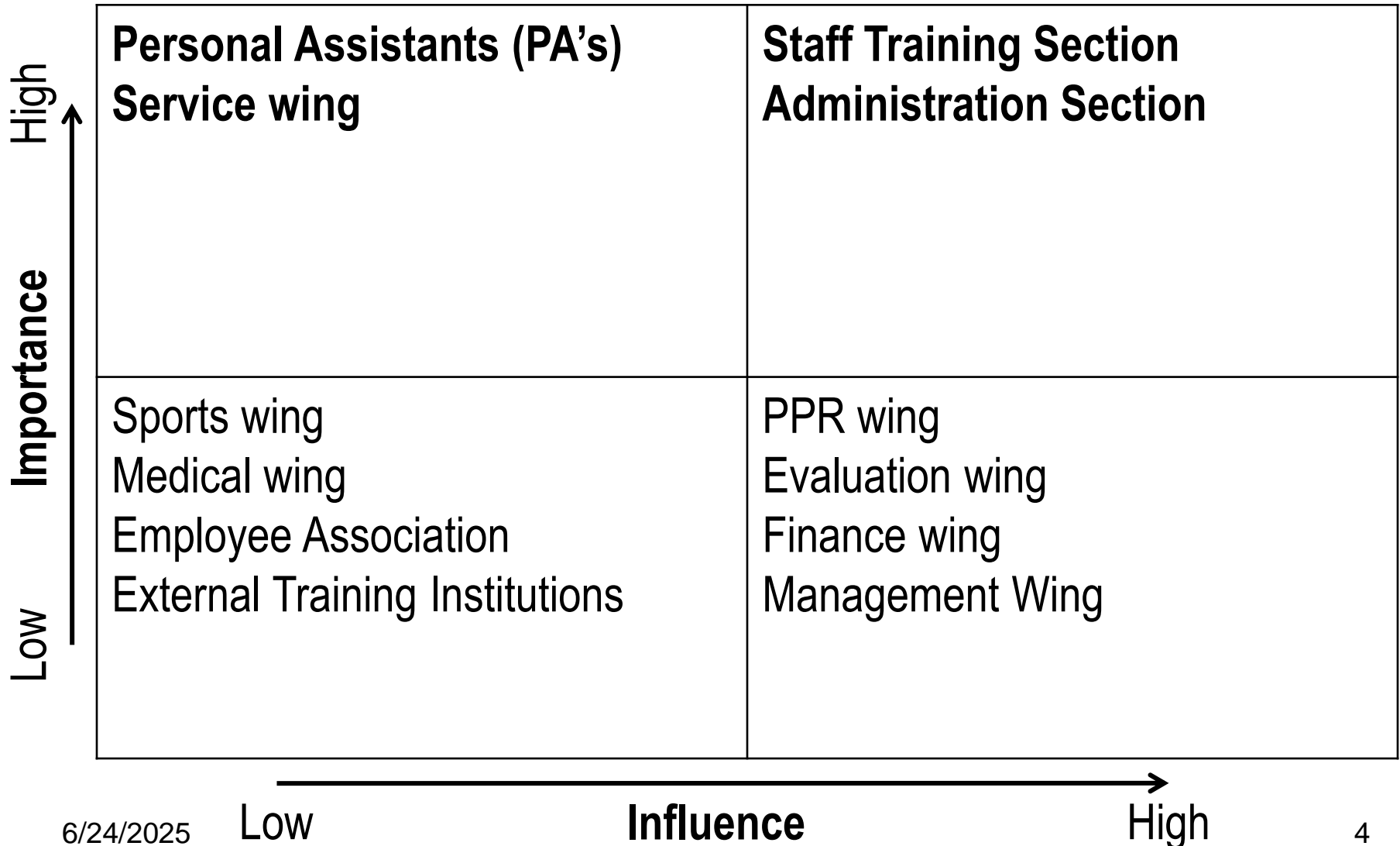
Problem Statement

- The Personal Assistants (PA) of MDS/Directors at BPATC are not capable enough to perform their job properly. Only few Personal Assistants are capable to do basic jobs like initiating notes and other types of regular office works.
- Though 60 hours training is existing but it is not aligned with the actual need of the PA's.
- Most of the 60 hours training is provided in Lecture & Discussion Method.
- Lack of motivation among personal assistants (PA's)
- Lack of Clustering during inhouse training.

Problem Tree



Stakeholder Analysis



Objectives

- To organize a three-day long ‘Modern Office Management Course’ based on 100% experiential learning (EL) for 10 Personal Assistants at BPATC by October 2025.
- To develop a modern office management training curriculum focusing on the organizational needs from Personal Assistants.

Action Plan

What/Act	Who	When	How
1. Conduct need assessment workshop	<ul style="list-style-type: none">• Project Director, Administration wing and Staff training wing.• Participation from selected Personal Assistants (PAs), their supervisors and course facilitators	<ul style="list-style-type: none">• July 25, 2025	<ul style="list-style-type: none">• Organizing an workshop using participatory methods (group discussions, surveys and structured interviews.)• Using job analysis tools.

Action Plan

What/Act	Who	When	How
2. Review curriculum & redesign	<ul style="list-style-type: none">A curriculum development team of five members.	<ul style="list-style-type: none">July 30-August 15, 2025	<ul style="list-style-type: none">Reviewing the existing 60-hour training content against the findings from the needs assessment.Replacing irrelevant modules/topics with practical, job-focused contentIntegrating 100% experiential learning methods (e.g., simulations, role-plays, real case handling)Aligning each module with actual tasks of PAs.

Action Plan

What/Act	Who	When	How
3. Pilot the updated training program	<ul style="list-style-type: none">• Project director & his team, Staff training and administration section.• CD, CC and facilitators assigned to the pilot batch.• 10 selected Personal Assistants from different departments• Evaluation Team	September 01-03, 2025	<ul style="list-style-type: none">• A pre-assessment• Experiential learning methods (simulations, group exercises, and role-play)• A post-assessment• Collecting participant feedback and facilitator observations

Action Plan

What/Act	Who	When	How
4. Take feedback of post training utilization	<ul style="list-style-type: none">• PD & his team, Evaluation department.• Immediate supervisors of trained Personal Assistants (PAs)• The trained PAs themselves	October 20, 2025	<ul style="list-style-type: none">• Feedback forms and questionnaires for both PAs and their supervisors• Short interviews or focus group discussions• Observe selected PAs during work to assess behavioral changes.• Document findings to refine future training programs and provide follow-up support.

SWOT Analysis of RIAP

	Policy [vision, mission, goals, rules, regulations, SOPs]	Executives [actors' competencies, training, their sufficiency]	Resources [budget, technology, materials, linkage with external organizations]	Culture [actors' behavioral patterns: beliefs, norms, relations, attitude, practice]
S	Vision, mission, goals		Technology	
W	SOPs		Linkage with external organizations	Actors' behavioral patterns, practice
O		Actors' competencies	Budget	
T	Rules, regulations,			

Risk Mapping

Identified Risk	Mitigation Action
Existing Job Description of PA's	The current job descriptions include minimal responsibilities related to modern office management. Therefore, the job descriptions should be revised to reflect relevant and updated duties.
Resistance from Senior BPATC Officials	Some senior officials might perceive the training as unnecessary, believing the current roles are sufficient. Awareness sessions and evidence-based presentations should be conducted to highlight the benefits and potential of this training program.
Lack of Motivation Among PA's	Due to limited promotion opportunities, PAs often lack motivation. Measures should be taken to open up career advancement pathways and recognize professional development achievements.
Shortage of Experienced EL Facilitators	To ensure effective delivery, experienced facilitators in Experiential Learning (EL) must be identified, trained, or hired in advance.

Thank you