THEMES FOR WORKING GROUP SESSIONS

N° 1 • What are the key success factors for TTC development in 2002?

N° 2 • What tools / policies are needed to achieve high levels of customer satisfaction?

N° 3 • What are the most efficient ways of meeting TTC training needs?
What are the key success development factors in 2002 for a TTC to become a focal point for the active dissemination of technical documents and other technology transfer activities?

Your individual and collective observations related to:
1. Their basic mission of facilitating the acquisition and dissemination of technology, best practices, policy knowledge and know how?

2. The institutional development and national positioning of the TTC?

3. The involvement of public and private shareholders?

4. The delivery of specific programs?
What tools / policies are needed to enable TTCs to achieve high levels of customer satisfaction taking national conditions into account?

Your individual and collective observations related to:
1. Identifying current users as well as target audience needs?
2. The perceived added value of the TTC to the above end users?
3. National government policies to promote technology transfer?
4. Adapting available types of technology to local levels of expertise and environment?
What are the most efficient ways of meeting training needs for TTCs based on current experience?

Your individual and collective observations related to different training options:
1. Self study guides and interactive computer based training

2. Short courses

3. In depth off-work site training

4. On-the-job training or demonstrations

5. Videotapes or CD ROM supports