

Leadership powered by John Maxwell

Maximising People Capital (16 Hours)

Overview

In this programme, learners will be equipped with the leadership skills and knowledge to model themselves positively. Through the awareness of their organisational values and operational guidelines, learners will identify and address competency development requirements, motivate team members towards self-development, independent performance and explore the essentials of teamwork.

Bring out the best of your staff through progression and people development. Based on John Maxwell's signature leadership series programmes, insightful powerful concepts from both "The 5 Levels of Leadership" and "The 360° Leader" have been included to support course objectives and enhance your learning journey.

Maxwell is a leadership expert, speaker, and author. Maxwell speaks annually to Fortune 500 companies, international government leaders, and a diverse range of organizations. A New York Times, Wall Street Journal and Business Week best-selling author, he was one of 25 authors named to Amazon.com's 10th Anniversary Hall of Fame.

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Maximising People Capital (Course Outline)

YOU - Represent the Organisation (Day 1)

How can you represent the organisation well and be a good role model to the people around you? Organisational information is shared when new members join a company. Sometimes, depending on the roles accepted, information may be quickly shelved and overlooked. A competent leader exudes not only leadership qualities but is one who is capable of demonstrating the vision and principles of his organisation.

Learners will gain valuable understanding on the relationships between organisational guidelines and information that impacts business decisions and plans. They will be engaged in activities allowing them to practice identifying skill development needs through reviewing typical business plans.

The topics include:

- Organisation Information, Culture and Work Environment
- Standard Operating Procedures and Guidelines
- Business Plans

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Maximising People Capital (Course Outline)

YOU - Support Team Development (Day 2)

How can you progress in your own leadership role and develop the performance of your team members at the same time? Not every team member is created equal. Understanding your team and supporting them fully allows you to leverage on their strengths and mitigate their weaknesses. When you bring out the best of your people through positive communication or setting the right expectations, you get a definite commitment from your team and achieve your objectives. Identifying their developmental needs also help to boost well-being and team members' morale.

The topics include:

- Responsibility – Your leadership role in the skill development of your team and your progression
- Communicate – Positive communication of team expectations and performance
- Accountable – Holding team members accountable in their skill developments
- Review – Evaluate and review performance to identify learning needs and opportunities
- Develop – Structure development plans to meet the needs of the business, performance and learners
- Support – Ways to encourage and support team members in increasing their capabilities

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Maximising People Capital (Facilitator Profile)

Angie Kong

Angie is an ardent believer and advocate for lifelong learning. Possessing more than 20 years of extensive, vocational experience in both public and private sectors, Angie's key expertise lies in the areas of service and leadership programmes. In her stint, she has enjoyed a successful career in the hospitality and tourism industry where she previously held a Sales & Marketing Director role for Duxton as well as Far East Hospitality. Generating high business growth for companies, she also held leadership positions in Meritus and Ritz-Carlton hotel chains. Angie's subsequent tenure with the Singapore Tourism Board as Assistant Director further strengthened her strategic skills set.

With an appreciation for cultural diversity, Angie has lived in Australia, China, Vietnam, Thailand and India. Over the years, she has worked zealously with local and foreign political leaders, senior government officials, C-level decision makers and managers. Her unique blend of hands-on corporate work experience along with interest in training facilitation enables her to directly relate to the concerns confronting today's workforce.

Angie's infectious enthusiasm, warm personality and confidence as a dedicated educator have inspired many. She is passionate about showing individuals how positioning themselves in the right manner can mean the difference between a good and a great career.

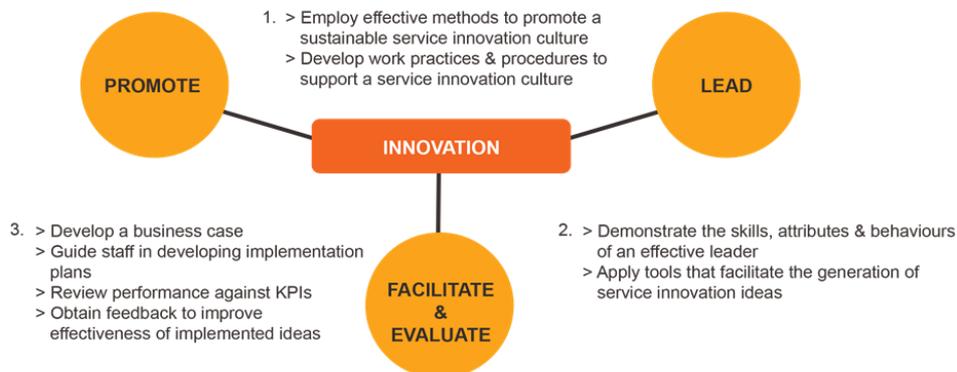
Service Innovation powered by ESSEC

Foster Transformation Through Service Redesign (16 Hours)

Overview

We know that internal advocates can positively transform the customer service experience, and improve customer satisfaction levels. However, to sustain competitive advantage and build long term shareholder value, every company requires a leader to inculcate and drive a robust service innovation culture.

Adapting the principles of the Design Thinking framework from ESSEC Business School, participants will learn special concepts to prepare and lead their teams to expand their horizons beyond existing services and service capabilities. Learners will be guided through a practice-oriented and experiential learning process to discover the true fundamentals of what it takes to be an engaged team leader so as to foster and promote a service innovation culture in support of organisational objectives.



Service Innovation powered by ESSEC

Foster Transformation Through Service Redesign (Course Outline)

My role in Fostering Service Innovation

- In this segment, service innovation culture will be introduced through exciting examples and case studies from successful innovation service brands. Learners will also learn to identify work practices and procedures where service innovation can take place at their organisations. Most importantly, they will gain awareness of the characteristics, attributes and behaviours of a leader in service innovation.

My role in Fostering Service Innovation - Facilitate and Evaluate

- In this segment, learners will learn to identify service innovation opportunities through SWOT analysis and thereafter create a business plan to implement the service innovation ideas. They will also identify methods to evaluate the success of the implemented service innovation idea.

My role in Fostering Service Innovation - Lead

- In this segment, useful ways and tools to facilitate and support the generation of service innovation ideas will be shared. Learners will also be equipped with the knowledge and skills to evaluate and select the innovation ideas and facilitate them.

Service Innovation powered by ESSEC

Foster Transformation Through Service Redesign (Facilitator Profile)

Johnny Yap

With over 20 years of corporate management experience, Johnny has led and grown regional businesses and teams in American, French and British MNCs. He held Senior Management and Department Head positions; namely, Regional Director of Thomson Multimedia, being the most recent.

In his managerial capacity across organisations such as Thomson, Motorola, Farnell and Methode, Johnny is also very acquainted with Human Resource Management and Development. He embarked on pursuing his dormant passion for training by committing to it full time, leveraging on his rich and diverse experience gleaned from his years in the corporate sector.

A strong believer in giving back to society, Johnny is an advocate of lifelong learning. Full of drive, his generosity with his knowledge and experiences continue to impress many. His openness, versatility, in-depth knowledge and sharing of practical real-life examples have truly inspired many learners. He currently owns and manages three local SMEs where he keeps himself current and relevant in today's dynamic world.

Operations Management Innovation powered by SIMTech

WSQ Applying Operations Improvement Fundamentals (10 SESSIONS) – 40 HOURS

This course provides the necessary fundamental knowledge and concepts needed to understand operations management by introducing key concepts in operations improvement and productivity through:

- Alignment of operations improvement to a company's strategic intent
- Assessment of the performance of operations improvement based on productivity measurements
- Methods, tools and technologies that can be used to improve operations improvement
- Application of the Operations Management Innovation methodology OmniMethodology™ as a systematic approach to operations improvement that are effective and efficient

Outline

- Understand the fundamental concept of operations improvement and productivity
- Understand the important link between business competitive strategy and operations improvement and productivity
- Understand the approach to measure the performance of operations improvement and productivity
- Understand the techniques and tools for operations improvement
- Understand the operations management innovation methodology

Operations Management Innovation powered by SIMTech

WSQ Applying Operations Improvement Fundamentals (Facilitators Profile)

Dr Roland Lim has been a researcher and practitioner in the fields of operations management, manufacturing and supply chain strategy, analysis & design, productivity planning & implementation methodology for over 25 years. He has an Engineering Doctorate degree, a Master of Science degree, and a Bachelor of Engineering degree. His working experience with industry has enabled him to gain extensive knowledge of the best practices and solutions to tackle the operations management, manufacturing, and supply chain challenges of SMEs and MNCs in Singapore.

Mr Toh Ming Hon is a Senior Consultant who has been mentoring many companies for the OMNI Programme. He has trained many Productivity Champions to develop productivity initiatives, and implement through productivity execution method. Prior to that, he has successfully led one MNC in Singapore, with 10,000 productivity improvements implemented per year, achieved more than 100% productivity gain. He holds Honours Degree in Electronic & Electrical Engineering, a Postgraduate Diploma in Business Administration and a Master of Business Administration.

Human Capital Management

Understanding Recruitment Practices (16 Hours)

Resourcing Talent module provides an in-depth understanding of the critical elements of attracting and recruiting the best person for each role.

In an environment where competition is fierce, it is essential for businesses to ensure they have the right mix of skills. This course starts with the concept of employer branding and how this impacts the attractiveness of the company to potential employees and the satisfaction of new and existing employees. It will give students an understanding of factors affecting resourcing and talent planning strategies, key legislation relating to recruitment and selection, the key stages in the recruitment and selection processes, and the benefits of recruiting and retaining a diverse workforce.

Successful delegates will be able to:

- Understand the factors that affect resourcing and talent planning strategies
- Understand key legislation and pitfalls to avoid during recruitment
- Identify appropriate recruitment and selection methods
- Contribute to the recruitment and selection process
- Understand the importance of effective induction

Human Capital Management

Understanding Recruitment Practices (Course Outline)

Achievable Outcome:

- Select appropriate recruitment and selection methods
- Facilitate implementation of recruitment methods
- Review application of recruitment and selection methods

Course Outline:

Select Appropriate Recruitment And Selection Methods

- Work with stakeholders to identify requirements for positions to be recruited
- Select appropriate recruitment channels and selection and assessment methods in consideration of relevant internal and external factors

Facilitate Implementation Of Recruitment And Selection Methods ion Methods

- Review selection criteria to prepare interview/assessment materials to be used in the selection process Provide support to selection panel in the use of interviewing and assessment techniques to implement the selection process
- Facilitate evaluation of applications to short list candidates
- Facilitate evaluation of assessment data to select the preferred candidate
- Prepare package to provide offer to preferred candidates
- Inform candidates of selection panel's decision to close off the recruitment and selection process

Review Application Of Recruitment And Selection Methods

Human Capital Management

Understanding Recruitment Practices (Facilitator Profile)

Henri Tan

Henri Tan has more than 18 years of experience in people management and people development since he started his career with the National Productivity Board in 1994, now known as SPRING Singapore. Henri was previously the Regional Human Resources Manager for a global geotechnical firm managing the HR for the Singapore, Malaysia and Vietnam operations. Prior to that, he was Senior Human Resources Manager for Rotary Engineering Limited, a local public-listed company in the Oil and Gas industry for 11 years managing several HR portfolios.

Henri holds a Master of Arts from the *Nanyang Technological University* (NTU), a post Graduate Diploma in Human Capital Management from the *Singapore Human Resource Institute* (SHRI) and a Bachelor of Social Sciences from *National University of Singapore* (NUS). He had also obtained Advanced Certificate in Training and Assessment (ACTA) in 2010, Diploma in Adult and Continuing Education (DACE) and Certified Workplace Learning Specialist (CWLS) in 2016, awarded by the *Workforce Development Agency* (WDA).

Besides, Henri is certified in Harrison Interview, a recruitment profiling tool and a certified trainer under the Brian Tracy's Programme. Henri has been certified as SHRM-Senior Certified Professional, and he has recently been trained by CIPD (Chartered Institute of Personnel and Development) to deliver its HR and L&D programmes in Singapore.

Taking SME Leadership in the Digital Economy

The digital economy helps level the playing field so SMEs can more effectively compete in markets that were previously inaccessible. In this Digital Economy, SME Leadership must recognize the changing economy and to leverage the power of technology to grow and sustain their business.

Faster and Smarter

To handle these market challenges, SMEs are finding ways to use technology to put prevailing business trends to work — to be faster, and smarter.

In the current business climate, success requires scale. To become scalable, you need to conquer complexity by focusing on simplicity. Any direction you go, it's about being able to quickly take favorable behaviors and make them expand across your company — if you can't scale, you can't grow fast.

To compete effectively, SMEs often view advanced technology as an essential ingredient to their core business. These companies are poised to reinvent marketing, for example, for the new buyer journey, and they understand the value of social media as the backbone of an effective marketing approach. With easier and more economical access to solutions in the cloud, in-memory technology, and user-friendly analytics solutions, SMEs can obtain and act on valuable information, and thus better compete and grow.

Innovative Disruption and Value Creation of SME

Digital disruption and the opportunity for digital transformation affects every organisations, especially SMEs. The rules of competition have changed drastically and SME must embrace the reality that traditional operating models are going to be disrupted, if they are not already.

The rise of companies such as Uber and Airbnb is just the beginning of a new wave of digital disruption. Going forward we will see a tide of digital change across traditional industries including finance, real estate and travel. It is thus important to equip the leadership team with the digital strategy and knowledge to combat competitors.

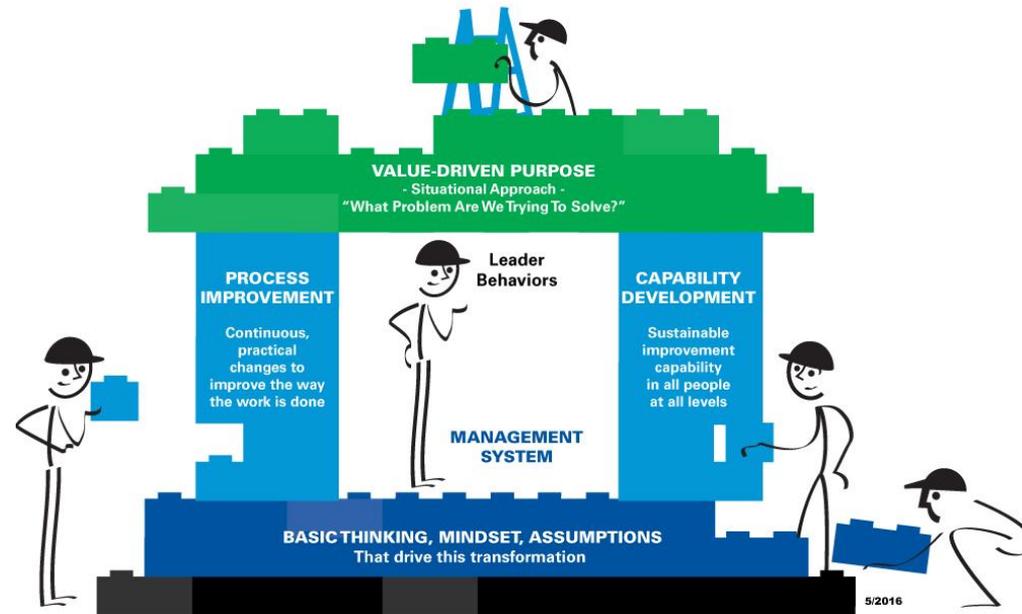
The aim of the session is to share about technological disruptions on businesses and its impact on businesses and how SME can continue in their value creation to their “new” customers by leveraging the power of technology.

The LEAN Transformation Framework

Successful transformation calls for a *situational approach* that is based on innovating key dimensions of any organization through addressing a series of questions. These questions are fractal—meaning that the same questions apply whether working at the macro enterprise level or the level of individual responsibility as you dive progressively deeper into each dimension. But, while the transformation model that has emerged through years of experience is *situational*, the nature of the questions represent a *clearpoint of view*: If an organization fails to address each question, and with a sense of how each relates to the others, the transformation is headed for trouble.

(Lean Enterprise Institute)

The Lean Transformation Framework



HR and People Management in Singapore SMEs

Many small firms encounter serious human resource problems, while at the same time these human resources play a vital role in developing and sustaining their competitive advantages

The session hopes to address the vital role of HR and people managers and the importance of good people management practices in Singapore small and medium-sized enterprises (SMEs) – in particular, how good people management is essential in driving sustainable organisation performance through different stages of organisation transition.

The aim of the session is to share on the research done by CIPD on the existing body of knowledge about HR and people management in Singapore SMEs, providing insight and practical guidance for HR professionals and others responsible for people management. It is aimed to further deepen understanding of how people management practices differ between the stages of organisation transition, which then helps to be able to anticipate and respond to the issues within and between the different stages.