

LEADERSHIP

- Leadership and People Management - Level 3
- Leadership and People Management - Level 4
- Leadership and People Management - Level 5
- Leadership Skills



Contact Number: +65 6376 0777 | Email Address: learning@sqcentre.com

Leadership and People Management - Level 3

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant*			
				SMEs	Non-SMEs/ Self-Sponsored	MCES	
<ul style="list-style-type: none"> Organisational Relationship Building - Level 3 (Synchronous e-learning) TGS-2019503874 Funding Validity Period: 27 Feb 2020 - 19 Jun 2023 Feb 14 - 15 Apr 11 - 12 Jun 9 - 10 Aug 1 - 2 Oct 6 - 7 Dec 5 - 6 	Virtual Classroom	16	\$ 550.00	\$ 588.50	\$ 203.50	\$ 313.50	\$ 203.50
<ul style="list-style-type: none"> Vision Leadership - Level 3 (Synchronous e-learning) TGS-2019503875 Funding Validity Period: 07 May 2021 - 06 May 2023 Jan 13 - 14 Mar 24 - 25 May 12 - 13 Jul 6 - 7 Sep 1 - 2 Nov 1 - 2 	Virtual Classroom	16	\$ 550.00	\$ 588.50	\$ 203.50	\$ 313.50	\$ 203.50

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Leadership and People Management - Level 4

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant*			
				SMEs	Non-SMEs/ Self-Sponsored	MCES	
<ul style="list-style-type: none"> Develop Organization Relationships TGS-2020513203 Funding Validity Period: 29 Jan 2021 - 28 Jan 2023 Aug 3 - 4 	Classroom-based learning*	16	\$ 750.00	\$ 802.50	\$ 277.50	\$ 427.50	\$ 277.50
<ul style="list-style-type: none"> People and Performance Management - Level 4 (Synchronous e-learning) TGS-2019503877 Funding Validity Period: 27 Jan 2020 - 01 Aug 2023 Jan 20 - 21 Mar 3 - 4 Apr 7 - 8 May 19 - 20 Jun 16 - 17 Jul 14 - 15 Aug 18 - 19 Sep 15 - 16 Oct 13 - 14 Nov 14 - 15 Dec 12 - 13 	Virtual Classroom	16	\$ 650.00	\$ 695.50	\$ 240.50	\$ 370.50	\$ 240.50
<ul style="list-style-type: none"> People Change Management - Level 4 (Synchronous e-learning) TGS-2019503873 Funding Validity Period: 27 Jan 2020 - 07 Aug 2023 Feb 21 - 22 Mar 28 - 29 Apr 25 - 26 May 26 - 27 Jun 23 - 24 Jul 21 - 22 Aug 25 - 26 Sep 22 - 23 Oct 20 - 21 Nov 21 - 22 Dec 19 - 20 	Virtual Classroom	16	\$ 650.00	\$ 695.50	\$ 240.50	\$ 370.50	\$ 240.50
<ul style="list-style-type: none"> People Development - Level 4 (Synchronous e-learning) TGS-2019503871 Funding Validity Period: 27 Jan 2020 - 19 Jun 2023 Feb 24 - 25 Mar 30 - 31 Apr 28 - 29 May 30 - 31 Jun 27 - 28 Jul 25 - 26 Aug 29 - 30 Sep 26 - 27 Oct 24 - 25 Nov 24 - 25 Dec 21 - 22 	Virtual Classroom	16	\$ 650.00	\$ 695.50	\$ 240.50	\$ 370.50	\$ 240.50
<ul style="list-style-type: none"> Personal Effectiveness - Level 4 (Synchronous e-learning) TGS-2019503878 Funding Validity Period: 27 Jan 2020 - 12 Jun 2023 Jan 24 - 25 Mar 7 - 8 Apr 19 - 20 May 23 - 24 Jun 20 - 21 Jul 18 - 19 Aug 22 - 23 Sep 19 - 20 Oct 17 - 18 Nov 17 - 18 Dec 15 - 16 	Virtual Classroom	16	\$ 680.00	\$ 727.60	\$ 251.60	\$ 387.60	\$ 251.60
<ul style="list-style-type: none"> Vision Leadership - Level 4 (Synchronous e-learning) TGS-2019503876 Funding Validity Period: 27 Jan 2020 - 19 Jun 2023 Jan 17 - 18 Mar 1 - 2 Apr 4 - 5 May 16 - 17 Jun 13 - 14 Jul 12 - 13 Aug 15 - 16 Sep 12 - 13 Oct 10 - 11 Nov 10 - 11 Dec 8 - 9 	Virtual Classroom	16	\$ 650.00	\$ 695.50	\$ 240.50	\$ 370.50	\$ 240.50

* Classroom-based training will be conducted through virtual classroom until further notice. Terms and conditions apply.

^ Nett fee is inclusive of GST and subject to terms and conditions.

● SkillsFuture Credit can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses. All Singaporeans aged 25 and above will receive an opening credit of S\$500. They will also receive a one-off SkillsFuture Credit top-up of \$500 that will expire by 31 Dec 2025.

LEADERSHIP

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Leadership and People Management - Level 5

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant [^]				
				SMEs	Non-SMEs/ Self-Sponsored	MCES		
<ul style="list-style-type: none"> ● People Development - Level 5 (Synchronous e-learning) TGS-2019504785 <i>Funding Validity Period: 03 Feb 2020 - 02 Feb 2024</i> Jan 18 - 19 Mar 10 - 11 May 5 - 6 Jul 4 - 5 Sep 5 - 6 Nov 3 - 4 	Virtual Classroom	●	16	\$ 880.00	\$ 941.60	\$ 325.60	\$ 501.60	\$ 325.60
<ul style="list-style-type: none"> ● Personal Effectiveness - Level 5 (Synchronous e-learning) TGS-2019504786 <i>Funding Validity Period: 05 Feb 2020 - 04 Feb 2024</i> Jan 10 - 11 Mar 14 - 15 Jun 2 - 3 Jul 18 - 19 Sep 8 - 9 Nov 7 - 8 	Virtual Classroom	●	16	\$ 880.00	\$ 941.60	\$ 325.60	\$ 501.60	\$ 325.60
<ul style="list-style-type: none"> ● Vision Leadership - Level 5 (Synchronous e-learning) TGS-2019504787 <i>Funding Validity Period: 07 Feb 2020 - 06 Feb 2024</i> Feb 17 - 18 Apr 21 - 22 Jun 6 - 7 Aug 4 - 5 Oct 3 - 4 Dec 1 - 2 	Virtual Classroom	●	16	\$ 880.00	\$ 941.60	\$ 325.60	\$ 501.60	\$ 325.60

[^] Nett fee is inclusive of GST and subject to terms and conditions.

● SkillsFuture Credit can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses. All Singaporeans aged 25 and above will receive an opening credit of S\$500. They will also receive a one-off SkillsFuture Credit top-up of \$500 that will expire by 31 Dec 2025.

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Leadership Skills

		Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST
● Shine with Passion and Resilience: Self-Awareness and Development LS-SWPR-18 Oct 6	Classroom-based learning	7	\$ 280.00	\$ 299.60
● Shine with Passion and Resilience: Self-Awareness and Development (Online Learning) LS-SPRE-15 Mar 22 Jun 10 Oct 6	Virtual Classroom	7	\$ 280.00	\$ 299.60
● Certificate in Section Leader (English) LS-CSLE-01 Apr 21 - 22 Sep 29 - 30	Classroom-based learning	14	\$ 575.00	\$ 615.25
● Certificate in Section Leader (Mandarin) 组长训练证书课程 LS-CSLM-02 Mar 21 - 22 Aug 22 - 23	Classroom-based learning	14	\$ 575.00	\$ 615.25
● On-The-Job Training Instructor Course LS-OJTI-04 Jun 8, 15 & 22 Nov 9, 16 & 23	Classroom-based learning	12	\$ 530.00	\$ 567.10
● Effective Supervisory Management Skills (Online Learning) LS-ESMS-07 Apr 12 - 13 Aug 18 - 19 Nov 24 - 25	Virtual Classroom	14	\$ 650.00	\$ 695.50
● Leadership Skills for New Managers (Online Learning) LS-LSNM-09 Feb 24 - 25 Jul 14 - 15 Oct 27 - 28	Virtual Classroom	14	\$ 650.00	\$ 695.50
● Mindful Leadership - Bringing Out the Best of You and Your Team (Online Learning) LS-MILE-11 Apr 4 - 5 Dec 8 - 9	Virtual Classroom	14	\$ 750.00	\$ 802.50

In-Company Training

● Building High Performance Teams (Online Learning) LS-BHPT-05	Virtual Classroom	14	\$ 575.00	\$ 615.25
● Coaching and Mentoring for Leaders and Managers (Online Learning) LS-CMLM-I-06	Virtual Classroom	14	\$ 750.00	\$ 802.50
● Connect Better Everyday to Motivate, Influence and Pursue Excellence LS-CBEM-17	Classroom-based learning	16	\$ 590.00	\$ 631.30
● Connect Better Everyday to Motivate, Influence and Pursue Excellence (Online Learning) LS-CMIP-16	Virtual Classroom	16	\$ 590.00	\$ 631.30
● Enhanced Effective Supervisory Management Skills Through Workplace Big5 Personality Profile (Online Learning) LS-EESM-I-13	Virtual Classroom	14	\$ 650.00	\$ 695.50
● Managing People Effectively - Core Skills for New People Managers (Online Learning) LS-CSPM-10	Virtual Classroom	14	\$ 575.00	\$ 615.25
● Negotiation Skills for Win-Win Outcomes (Online Learning) LS-NSWW-I-03	Virtual Classroom	7	\$ 450.00	\$ 481.50
● Stepping Up to Leadership - How to Build, Influence and Lead Strong Relationships (Online Learning) LS-SUTL-I-01	Virtual Classroom	14	\$ 750.00	\$ 802.50
● Think and Plan Strategically to Succeed (Online Learning) LS-TAPS-12	Virtual Classroom	14	\$ 750.00	\$ 802.50

Leadership

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

80 Jurong East Street 21 #05-01 Devan Nair Institute for Employment and Employability Singapore 609607

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Leadership

Leadership and People Management - Level 3

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Synchronous e-learning

TGS-2019503874 - Funding Validity Period: 27 Feb 2020 - 19 Jun 2023

Organisational Relationship Building – Level 3 (Synchronous e-learning) (16 hrs)

This course is designed to provide the participants with the skill sets to build effective networks and build team relationships to support organisational and team priorities. Through practical examples and role play, the participants will be equipped with the essential skill sets to develop team cohesiveness, manage workplace diversity, and handle workplace conflict.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Participate in networks
- Develop team cohesiveness
- Resolve conflict within the team

Course Contents

- Importance of networking
- Types of networking platforms
- Legal and ethical concerns
- Do's and don'ts of networking
- Workplace teams
- Tuckman's model of team development
- Roles of team members
- Establishing a team process
- Communicating team expectations
- Effective communication
- Barriers to communication
- Facilitating information exchange within a team
- What is Emotional Intelligence?
- How do we apply Emotional Intelligence?
- Diversity in the workplace
- Guidelines to follow in managing diversity at the workplace
- Measures that can be implemented in managing diversity
- Avoiding pitfalls in managing diversity

- Basic components of conflict
- Roles in team when managing conflict
- Causes of conflict
- Signs of conflict
- Stages of conflict
- Common types of conflict
- Conflict resolution
- How to improve on conflict management skills?
- Working with team mates to resolve conflicts

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through presentation, role plays, and various learning activities to achieve optimal learning results.

Who Should Attend

- This course is designed for supervisor, assistant manager, team leader, and leaders who wanted to better manage team development and team conflicts.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with Organisational Development Concepts Pte Ltd)

Synchronous e-learning

TGS-2019503875 - Funding Validity Period: 07 May 2021 - 06 May 2023

Vision Leadership – Level 3 (Synchronous e-learning) (16 hrs)

This course aims to equip the participants with the skill sets to lead team planning activities to develop operational plans so as to achieve team objectives. It also includes building team support and commitment towards the defined objectives and demonstrating leadership and organisation values through one's actions.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Conduct team planning activities
- Demonstrate organisational values
- Build support and commitment within the team

Course Contents

- Align with organisational goals, culture and values
 - The pyramid of plans
 - Trends affecting organisation and team
 - Issues affecting organisation and team
 - Organisation objectives and culture
 - Types of organisational culture
- Build team commitment and support
 - Work team
 - Communication techniques
 - Communication channels
 - Establishing a team process
- Craft operational plans – The P.O.L.A.R framework
 - Planning
 - Organising
 - Leading
 - Analysing and review
 - Evaluate progress and make adjustment
- Develop emotional competence
 - IQ versus EQ
 - Domains of emotional intelligence
 - Options for self-improvement

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through presentation, role plays, and various learning activities to achieve optimal learning results.

Who Should Attend

- This course is designed for supervisor, assistant manager, team leader, and leaders whom wanted to better manage team development and team conflicts.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with Organisational Development Concepts Pte Ltd)

Leadership

Leadership and People Management - Level 4

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

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Classroom-based learning

TGS-2020513203 - Funding Validity Period: 29 Jan 2021 - 28 Jan 2023

Develop Organization Relationships (16 hrs)

This course seeks to equip leaders and managers with the knowledge, attitudes and skills to embrace best practices in building relationships in the organization by facilitating a culture of open communication, inclusion and embracing workforce diversity.

Participants will also be trained in people reading and relationship skills, social and cultural adaptability, conflict management, team building, managing diversity, turning barriers into bridges, building a cohesive team and creating a harmonious environment at work.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Develop workplace relationships
- Creating a harmonious workplace
- Managing workforce diversity
 - Building a cohesive team

Course Contents

- Workforce Diversity
 - Workforce characteristics
 - Dimensions of difference
 - Cultivating culture of inclusion
- Challenges in Diversity
 - Unintentional unconscious bias
 - Personality differences
 - Embracing diversity
- Managing a Diverse Workforce
 - Essential leadership qualities
 - Good workplace communication
 - Conflict resolution skills
- Building a Cohesive Team
 - 10 Laws of Teamwork
 - 5 People Principles
 - Strategies for creating inclusion

Learning Methodology

- Participants will undergo interactive learning incorporating mini-lectures, activity-based learning, case studies, peer group discussion and reflection.

Who Should Attend

- This course is suitable for managers, team leaders and management executives.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course offered by YMCA Education Centre Limited)

Synchronous e-learning

TGS-2019503877 - Funding Validity Period: 27 Jan 2020 - 01 Aug 2023

People and Performance Management – Level 4 (Synchronous e-learning) (16 hrs)

This course is designed to equip leaders and managers within the organisation with the skill-sets to plan and measure performance. The course will guide participants on the implementation of plans and how to manage performance. It will also provide the relevant knowledge on review and rewards for performance.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Set goals and develop team plans
- Implement plans and manage performance
- Review and reward performance

Course Contents

- The hierarchy of plans
- Setting S.M.A.R.T goals
- Management by objectives (MBO)
- Management by wandering around (MBWA)
- Developing team plans
- RASCI
- Identifying, requesting and allocating resources required to implement the team plans
- Performance management theories (Expectancy Theory, McGregor Theory X and Theory Y, and Frederick Herzberg's Hygiene and Motivational Factors Theory)
- Creating a high-performance team
- Assessing and Managing risks
- Review and reward performance using Halo effects and pitchfork effects
- Relevant professional or industry codes of practice and standards (KA3)
- Review team performance and providing feedback
- Supporting team leaders and reward team performance
- Market trends and developments in relation to remuneration and performance management
- Avenues for self-improvement in performance management processes

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through presentation, role plays, and various learning activities to achieve optimal learning results.

Who Should Attend

- This course is designed for department manager, manager, and high potential executive who has potential to play the role of a change agent or to lead change within the organisation.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with Organisational Development Concepts Pte Ltd)

Synchronous e-learning

TGS-2019503873 - Funding Validity Period: 27 Jan 2020 - 07 Aug 2023

People Change Management – Level 4 (Synchronous e-learning) (16 hrs)

This course is designed to provide the participants with the skill sets to facilitate innovation at the workplace, manage implementation of change strategies and processes and monitor and evaluate impact of change on team leaders. Through practical examples and role play, the participants will be equipped with the essential skill sets and mindset to effectively facilitate innovation and lead team leaders to implement change.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Facilitate innovation at the workplace
- Manage the implementation of change strategies and processes
- Monitor and evaluate impact of change on team leaders

Course Contents

- Introduction to change
- Entering the VUCA world and how to manage VUCA
- Importance of service innovation
- Facets of change management in an organisation
- Organisational policies and procedures regarding change management
- What is systems thinking and what are the tools used?
- Tacit vs. explicit knowledge
- Factors contributing to change
- Kotter's 8-Step change management theory
- Prosci's change management theory
- Recognising and addressing feelings when managing change
- Competencies to respond positively to change
- Behaviours and systems supporting / limiting effectiveness of change
- Roles in implementing change management strategies
- How to keep abreast of change management systems
- Learning from change management strategies
- Methods and tools for data analysis
- Qualitative and quantitative data
- Data analysis methods
- Support enterprising behaviour and risk taking

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through presentation, role plays, and various learning activities to achieve optimal learning results.

Who Should Attend

- This course is designed for department manager, manager, and high potential executive who has potential to play the role of a change agent or to lead change within the organisation.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with Organisational Development Concepts Pte Ltd)

Synchronous e-learning

TGS-2019503871 - Funding Validity Period: 27 Jan 2020 - 19 Jun 2023

People Development – Level 4 (Synchronous e-learning) (16 hrs)

This course is designed to equip leaders and managers within the organisation with the skill sets to develop team leaders to perform effectively through identifying their team leaders' skills requirements, facilitating their learning opportunities, and coaching them for performance.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Identify team leaders' skill requirements
- Facilitate learning opportunities of team leaders
- Coach team leaders

Course Contents

- Organisational strategies and business plan
 - What is people development?
 - Why is people development important?
 - Roles and trends in people development
 - Emerging trends in people development
 - Industry codes of practice in people development
 - Organisational policies and procedures relating to capability development
 - Legal and ethical considerations in capability development
- Current skills versus required skills
 - What is competency?
 - What is a competency gap?
 - Five dimensions of competency
 - Training Needs Analysis (TNA)
 - BPLL model in Training Needs Analysis
 - SPL model in Training Needs Analysis
 - McGhee and Thayer's three level analysis
 - Methods to identify skills requirements
 - Trends in Training Needs Analysis
 - Emerging trends in talent management
 - The 5 levels of proficiency

- Conducting a discussion
 - The PIES questioning technique
 - The process of active listening
 - Establish possible learning priorities
 - Critical success factors
 - Planning to conduct discussion
 - The ISA approach to conducting discussion
 - GROW model of coaching
 - ADDIE instructional design
 - Impact of coaching on individuals
- Review coaching outcomes against coaching goals
 - Monitor progress
 - Discussion guide
 - Review outcomes

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through presentations, role plays, and various learning activities to obtain optimal learning results.

Who Should Attend

- This course is designed for department managers and managers.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with Organisational Development Concepts Pte Ltd)

Synchronous e-learning

TGS-2019503878 - Funding Validity Period: 27 Jan 2020 - 12 Jun 2023

Personal Effectiveness – Level 4 (Synchronous e-learning) (16 hrs)

This course is designed to equip leaders and managers with the ability to communicate and influence decision making from a managerial perspective, taking in considerations the expectations of the various stakeholders. It helps the participants to understand more about themselves and others through the use of the MBTI questionnaire. It also allows participants to develop their skills continuously in the ever-changing workforce landscape.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Communicate effectively
- Influence decision-making
- Demonstrate commitment to self-development

Course Contents

- Organisational policies and procedures
- Legal and ethical considerations
- Communication process
- Communication techniques and behaviours
- Barriers to communication
- Development of implementation plans
- Facilitate the decision-making process
- Emotional intelligence
- Influence team leaders – types of power
- Influence team leaders – Cialdini's 6 principles of persuasion
- Rational decision-making models
- Types of leadership and its impact on decision-making
- Non-rational decision-making models
- Roles and accountability
- Self-development (benefits and barriers)
- Importance of currency of knowledge
- Future of work

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through presentations, role plays, and various learning activities to obtain optimal learning results.

Who Should Attend

- This course is designed for department manager, manager, and high potential executive who has potential to play the role of a change agent or to lead change within the organisation.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with Organisational Development Concepts Pte Ltd)

Synchronous e-learning

TGS-2019503876 - Funding Validity Period: 27 Jan 2020 - 19 Jun 2023

Vision Leadership – Level 4 (Synchronous e-learning) (16 hrs)

This course aims to equip the participants with the skill sets to lead team leaders in the development of business unit strategies, operational plans and corporate governance management to meet organisational needs. It also includes providing direction and guidance to team leaders through regular engagement, modelling of leadership and expected behaviours.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Facilitate implementation of organisation strategies
- Promote compliance with corporate governance requirements
- Provide direction and guidance to team leaders

Course Contents

- Align with organisational goals, culture and value
 - Corporate guideposts
 - Factors affecting organisational culture
 - Types of organisational culture
 - The pyramid of plans
 - Trends and issues affecting organisation and team
- Develop business unit strategies and team plans
 - Develop process for business strategies
 - Scan the business environment
 - SWOT
 - BCG Matrix (business strategies)
 - P.O.L.A.R. (operational plans)
- Apply emotional competence to provide guidance and support
 - IQ versus EQ
 - 4 domains of emotional intelligence
 - Methods of providing guidance and support
 - Methods of engaging stakeholders
 - Methods of communication

- Develop and manage governance processes
 - Why governance?
 - Develop governance processes for corporate compliance management
 - My role in governance
 - Implement governance processes
 - Non-compliance and risks
 - Option for self-improvement

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through presentations, role plays, and various learning activities to obtain optimal learning results.

Who Should Attend

- This course is designed for department manager, manager, and high potential executive who has potential to play the role of a change agent or to lead change within the organisation.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with Organisational Development Concepts Pte Ltd)

Leadership

Leadership and People Management - Level 5

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

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Synchronous e-learning

TGS-2019504785 - Funding Validity Period: 03 Feb 2020 - 02 Feb 2024

People Development – Level 5 (Synchronous e-learning) (16 hrs)

This course is designed to provide practical insights, know-how, and skills to empower managers and senior management in building and developing their organisation's capability. Through case studies, skills practice and discussion, participants will be equipped with new perspectives and skillsets to develop a robust and structured people development plan that will include the review of their current talent capability, develop high potential employees to meet organisational requirements, and how to engage and support line managers in their capability development.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Assess talent pool to place high potential employees in critical organisation position
- Lead managers in planning and developing of capabilities for performance
- Review talent capability development process

Course Contents

- About talent management
- Talent management strategies and the development and implementation of business plans and processes
- Organisation policies and processes in accordance to codes of practice and legal and ethical considerations
- Critical positions in the organisation and vacancy risks
- Ways of assessing capabilities and capacities of talent pool
- Categorising high potential employees for placement in critical positions
- Development and career plans for high potentials
- Working with managers to build competencies for performance improvement
- Giving autonomy to managers in taking responsibilities for personal development
- Promoting employee engagement by working through managers
- Approaches in mentoring high potentials for progression and development
- Importance of reviewing effectiveness of organisational talent capability development processes
- Ways of reviewing effectiveness for areas for improvement

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through presentations, role plays, and various learning activities to obtain optimal learning results.

Who Should Attend

- This course is designed for managers, heads of department, and senior management with talent management and organisation development related roles and responsibilities.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with Organisational Development Concepts Pte Ltd)

Synchronous e-learning

TGS-2019504786 - Funding Validity Period: 05 Feb 2020 - 04 Feb 2024

Personal Effectiveness – Level 5 (Synchronous e-learning) (16 hrs)

This course is designed to support managers and senior management to demonstrate emotional intelligence in the workplace while using opportunities for reflection on one's work performance and leadership style, and to display effective communication techniques and behaviours that demonstrate the organisation's values and ethics. Designed to be experiential and practical, the course has multiple case studies that aim to share experiences and insights to facilitate peer learning and to shape mindsets to equip participants to be effective leaders.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Collaborating with stakeholders in development of strategic priorities and communication plan
- Communicate with stakeholders effectively in promoting organisation
- Develop awareness of self to maintain integrity and alignment of ethics and values

Course Contents

- Trends and factors of strategic planning
- Relationship between the mission and objectives of organisation and strategic planning
- Consulting with stakeholders for mission and objectives of organisation
- Involving management team for aligning organisation strategies to business goals
- Compliance with corporate governance and social responsibility requirements
- Reviewing systems and processes for compliance management
- Obtaining support and buy-in from stakeholders
- Engaging employees to guide implementation of organisation plan
- Influencing stakeholders for business goals achievement and role modelling of leadership and behaviours
- Issues and trends that may affect decision-making
- Methods of maintaining integrity in decision making
- Aligning personal ethics and values with the organisation's for leadership style development
- Factors to consider when identifying professional development opportunities for self

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through presentations, role plays, and various learning activities to obtain optimal learning results.

Who Should Attend

- This course is designed for senior managers and heads of department with people and organisation development related roles and responsibilities.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with Organisational Development Concepts Pte Ltd)

Synchronous e-learning

TGS-2019504787 - Funding Validity Period: 07 Feb 2020 - 06 Feb 2024

Vision Leadership – Level 5 (Synchronous e-learning) (16 hrs)

This course is designed to support managers and senior management to develop competency in their ability to demonstrate visionary leadership and to lead managers while working with business leaders. Designed to be experiential and practical, this course has multiple case studies that aim to share experiences and insights to facilitate peer learning. There will also be skills practices to equip participants to lead managers in developing organisational strategies and review corporate governance management to meet organisational needs.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Plan for organisation excellence
- Engage stakeholders for support and buy-in
- Evaluate self for continuous improvement in strategic planning

Course Contents

- Ways of working with and collaborating with stakeholders
- Relating organisational strategies with the development and implementation of business plans and processes
- Implications and impact of organisational communication processes
- Approaches to influence stakeholders for obtain support and buy-in
- Importance of complying with organisation policies and procedures
- Demonstrating organisation's values and ethics through communication
- Reflecting on strengths and areas for improvement
- Platforms for further development to optimise performance

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through presentations, role plays, and various learning activities to obtain optimal learning results.

Who Should Attend

- This course is designed for senior managers and heads of department with people and organisation development related roles and responsibilities.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with Organisational Development Concepts Pte Ltd)

Leadership

Leadership Skills

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

80 Jurong East Street 21 #05-01 Devan Nair Institute for Employment and Employability Singapore 609607

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A Subsidiary of  **MDIS**

Classroom-based learning

LS-SWPR-18

Shine with Passion and Resilience: Self-Awareness and Development (7 hrs)

This course focuses on self-awareness and development, to be able to lead self with life and work passion and strengthen one's resilience especially when the going gets tough. It covers knowledge and application skills to heighten learners' understanding of self, help them reflect and take steps to positively impact on all areas of their life, and have the tenacity to press on and excel during difficult times

<NEW!> Lead Self Toolbox Series

"Shine with Passion and Resilience" incorporates the learning of leadership. It is part of the new [Lead Self Toolbox Series].

The practice of leadership is accelerating. Complexity and pace of change, during these unprecedented times, demand one to be deliberate and intentional in the approach of work, so as to achieve the desired results and outcomes. 'Teamwork' – team and work has therefore taken on a renewed significance, likewise the practice of leadership by each and every individual, from Lead Self to Lead Team and through to Lead Organisation.

- Touches on the 3 core leadership competencies (Lead With Vision, Build Relationships, Pursue Personal Mastery); and
- Is for an individual contributor or an emerging team lead.

Key Benefits

- Sustain work passion
- Cultivate resilience to cope with challenges
- Be a positive role model to others
- Exemplify professionalism

Course Contents

- My passion!
 - Understand what drives me
 - Expand awareness and perception of how my passion fuels me
 - Reaffirm my conviction
- My strengths!
 - Discover!
 - Strengthen myself
- I am STRONG!
 - Take actions
 - Be mindful and reframe my views and thoughts
 - Exercise positivity

- Fill my cup!
 - Exercise care
 - Be deliberate with my positive-reinforcing actions
 - Be authentically engaged and rejuvenated

Learning Methodology

- Your learning is facilitated through a variety of proven adult learning techniques that engages you with multiple learning styles such as group discussions, reflection activities, self-assessment tools, and videos.

Who Should Attend

- This course is suitable for anyone who wants to lead own self-awareness and development and is actively seeking to better oneself.

Course Details

- Duration: 1 day (7 hrs)
- Time: 9:00am to 5:00pm

Virtual Classroom

LS-SPRE-15

Shine with Passion and Resilience: Self-Awareness and Development (Online Learning) (7 hrs)

This course focuses on self-awareness and development, to be able to lead self with life and work passion and strengthen one's resilience especially when the going gets tough. It covers knowledge and application skills to heighten learners' understanding of self, help them reflect and take steps to positively impact on all areas of their life, and have the tenacity to press on and excel during difficult times

<NEW!> Lead Self Toolbox Series

"Shine with Passion and Resilience" incorporates the learning of leadership. It is part of the new [Lead Self Toolbox Series].

The practice of leadership is accelerating. Complexity and pace of change, during these unprecedented times, demand one to be deliberate and intentional in the approach of work, so as to achieve the desired results and outcomes. 'Teamwork' – team and work has therefore taken on a renewed significance, likewise the practice of leadership by each and every individual, from Lead Self to Lead Team and through to Lead Organisation.

- Touches on the 3 core leadership competencies (Lead With Vision, Build Relationships, Pursue Personal Mastery); and
- Is for an individual contributor or an emerging team lead.

Key Benefits

- Sustain work passion
- Cultivate resilience to cope with challenges
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Course Contents

- My passion!
 - Understand what drives me
 - Expand awareness and perception of how my passion fuels me
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- My strengths!
 - Discover!
 - Strengthen myself
- I am STRONG!
 - Take actions
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- Fill my cup!

- Exercise care
- Be deliberate with my positive-reinforcing actions
- Be authentically engaged and rejuvenated

Learning Methodology

- Your learning is facilitated through a variety of proven adult learning techniques that engages you with multiple learning styles such as group discussions, reflection activities, self-assessment tools, and videos.

Who Should Attend

- This course is suitable for anyone who wants to lead own self-awareness and development and is actively seeking to better oneself.

Course Details

- Duration: 1 day (7 hrs)
- Time: 9:00am to 5:00pm

Classroom-based learning

LS-CSLE-01

Certificate in Section Leader (English) (14 hrs)

This course is designed for skilled workers who are preparing for section leader positions. They will learn about the roles and responsibilities of a section leader as well as understanding the management skills and responsibilities required in the role.

Key Benefits

- Gain a good understanding of the roles and responsibilities of a section leader in an organisation
- Learn how to apply people management skills in supervising staff, such as basic interpersonal, motivational and team building skills

Course Contents

- Module 1 - Role of the section leader and productivity improvement
- Module 2 - Effective communication
- Module 3 - Effective leadership and motivation
- Module 4 - Handling human relations
- Module 5 - Teamwork and group performance
- Module 6 - Job instruction and induction
- Module 7 - Safety and housekeeping

Learning Methodology

- Participants will learn through individual hands-on activities, group activities, and group discussions.

Who Should Attend

- This course is suitable for section leaders such as the line-leader, charge-hand, keyman, setup man or technician, and skilled workers who are being prepared for section leader positions.

Admission Requirements

- Personnel currently employed as section leaders OR
- Certification by employers that applicants are skilled workers being prepared for section leader positions

Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm
- Please note that there will be an examination after the course.

课堂教学

LS-CSLM-02

组长训练证书课程 (14小时)

Certificate in Section Leader (Mandarin) (14 hrs)

此课程为现任组长和预备成为组长的技术人员所设计。学员将详细了解组长的工作性质与职务，并学习如何有效的运用管理技能。

课程宗旨

- 了解组长的工作性质与职务
- 学习如何有效的运用管理技能:
 - 领导方式
 - 沟通技巧
 - 团队协作精神
 - 就职训练等

课程内容

- 第一讲: 组长的角色及生产力之改进
- 第二讲: 有效沟通
- 第三讲: 领导与激励
- 第四讲: 人群关系及问题处理
- 第五讲: 集体协作及整体绩效
- 第六讲: 工作教导与就职训练
- 第七讲: 工业安全

学习方法

- 为了使学员能够学习和实践课程中所讲授的概念与技能, 本课程的学习方式包括采用分组讨论、体验式学习和演示。

谁该参加

- 课程适合现任组长和预备成为组长的技术人员。

课程详情

- 持续时间: 2 天 (14小时)
- 时间: 早上9:00点 - 傍晚5:00点
- 注: 此课程包含考试。

Classroom-based learning

LS-OJTI-04

On-The-Job Training Instructor Course (12 hrs)

The OJT Training Instructor Course enables supervisors, section leaders and skilled staff to carry out task analysis and coaching at their workplaces.

Key Benefits

- Understand the OJT Framework and the importance of OJT in the total approach to productivity development and organisational excellence
- Understand the features and benefits of structured OJT
- Develop a task analysis document for conducting OJT
- Understand the procedure in implementing OJT in the organisation (scheduling of training, workplace preparation, mentor preparation, trainee preparation and trainee coaching)
- List the steps in trainee coaching and assessing trainee learning

Course Contents

- Organisational excellence – characteristics and dimensions of excellence
- On-The-Job Training (OJT) – importance, objectives and benefits of OJT
- Roles and core skills of an instructor
- OJT framework and OJT needs analysis
- OJT blueprint development
- OJT implementation guide and OJT evaluation
- Instructor framework
- Success factors of OJT and OJT resources

Learning Methodology

- The transfer of learning will be enhanced through OJT video segments, sample blueprints, OJT Instruments and Instructor Guide as well as course assignments.

Who Should Attend

- This course is suitable for supervisors, section leaders and skilled staff.

Course Details

- Duration: 3 days (12 hrs)
- Time: 9:00am to 1:00pm

Virtual Classroom

LS-ESMS-07

Effective Supervisory Management Skills (Online Learning) (14 hrs)

Leaders with effective management supervisory skills are instrumental in creating a committed and positive workforce that contributes towards a productive organisation. They are required to work well with colleagues, direct superiors, and other senior management who might have different interests and viewpoints.

This course equips participants with proven supervisory techniques that can be put into action immediately. Learn to effectively utilise crucial management tools to lead and motivate the team.

Key Benefits

- Define the key responsibilities and roles of a supervisor
- Learn to apply appropriate motivation techniques
- Identify appropriate leadership styles to suit the readiness of your subordinates
- Devise a strategy that builds synergy on those you lead
- Work out a personal plan of action to affirm lessons learnt

Course Contents

- Key responsibilities of an affirmative supervisor
 - Key roles and relationships
 - Organisation's mission, vision and values
 - Assets as a supervisor through the DISC results
 - The critical skills I must have as a supervisor
 - Personal values
- Managing and motivating myself
 - Some relevant motivation theories
 - What motivates me, and how to be an effective motivator
 - How my DISC results help
- Tough issues a supervisor faces
 - Common issues that are "tough" and how to manage them
 - How my DISC results help
- Setting objectives for my team by planning clear goals
- Delegation skills
 - Why delegate and how to delegate?
 - Reasons why some delegation fails
 - The delegation work sheet
 - How my DISC results reveal about my delegation approach

- Managing conflicts
 - Which approach works best?
 - Five dimensions of trust
 - How my DISC results help
- Being a leader of high performing teams
 - Two leadership models for my use
 - Traits that differentiate leaders from non-leaders
 - Giving effective feedback to my team members
 - How my DISC results help
- My personal plan of action (Learning journal)

Learning Methodology

- This is a highly interactive course with mini-lectures, small group discussions, presentations, workplace activities and video-clips. Participants are expected to contribute actively to achieve maximum learning impact.

The DISC Profile

- Each participant will complete a DISC profile of himself / herself. The results will assist a supervisor to effectively understand interpersonal relationships better. In this way, the supervisor will be able to choose the right approach to improve communication, work goals and great teamwork.

Who Should Attend

- This course is suitable for leaders who wish to refresh themselves with appropriate techniques to lead and motivate their staff.

Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm

Virtual Classroom

LS-LSNM-09

Leadership Skills for New Managers (Online Learning) (14 hrs)

An effective manager / leader will leverage both the hard skills and the people skills to meet the new workplace challenges with increased confidence, respect, and authority. He / she will cultivate a positive and motivated workplace culture where the employees treat each other with respect and perform at optimal levels of productivity. This course equips participants with the techniques to plan, organise, communicate, and monitor for effective management of daily interactions in the workplace.

Key Benefits

- Differentiate the roles of a Manager and a Leader
- Define key responsibilities, roles and skills as a manager / leader
- Identify personality style (DISC Leadership Report) and how to apply it at the workplace
- Apply strategic communication styles when interacting with internal and external customers
- Handle “difficult” behaviours aptly
- Delegate only when subordinates are ready
- Upholding the vision, mission and values of the organisation
- Work out a personal plan of action to affirm lessons learnt

Course Contents

- Key responsibilities of an effective manager / leader
 - What are the differences between manager / leader?
 - How to support superiors and meet KPIs?
 - What are the critical skills a manager / leader must have?
 - Differences between fixed mindset versus growth mindset
 - Upholding the company’s vision, mission and values
- Self-awareness through the Extended DISC Leadership Report
 - Pinpointing my preferences and listing my strengths
 - Being aware of my overdone strengths
 - How do I interact with others with this knowledge?
- Tough issues a Leader faces
 - Identifying the four common tough issues
 - Dealing with the Medeka Gen, Gen X, Millennials and Post-Millennials
 - What if I am the “difficult” one and how does my DISC Leadership Report help me?

- Communication skills – Creating a winner’s mindset
 - What are the key items in the communication model?
 - What I need to do to handle communication hiccups?
 - What are the behaviours I display when I’m under pressure?
 - How does the practise of mindfulness techniques help?
- The Situational Leadership Model
 - What are the key elements in this model?
 - How do I apply these elements to be an effective manager/leader?
 - When do I delegate work to my direct reports?
- Ensuring the “I” is in the leader of high performing teams
 - Tuckman’s Model on team development
 - Applying the emotional intelligence concepts when leading teams
 - Applying GRPI elements as I lead my team
- Personal plans of action – Individual presentations to the class
 - What is most useful for me and what’s next?
 - My next steps to continue to be an effective manager / leader

Next Page >>>

Virtual Classroom

LS-LSNM-09 **Leadership Skills for New Managers (Online Learning) (14 hrs)**

Learning Methodology

- This is a highly interactive course with practise sessions after each topic's discussion. Participants are expected to commit 100% engagement to maximise learning. The DISC Leadership Report will be used as the foundation for this course so that the participants can apply their learning back at work.
- **The DISC Profile**
 - Each participant is required to complete an online DISC questionnaire either 1 week before course commencement date or during Day 1 of the class by using his/her personal laptop. All physical copies of the DISC results will be printed directly by the participants to ensure confidentiality.

Who Should Attend

- This course is suitable for managers with less than 2 years of experience. It will serve as a refresher course for managers with more than 2 years of experience.

Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm

Virtual Classroom

LS-MILE-11

Mindful Leadership – Bringing Out the Best of You and Your Team (Online Learning) (14 hrs)

The key fundamentals of mindful leadership are clarity, focus, creativity and compassion. Leaders could integrate mindfulness, self-awareness and social awareness with effective techniques of management and mentorship. Once leaders could achieve that, they will be able to lead others with excellence and help their team members achieve similarly excellent results.

In developing mindful leadership, participants learn how to empower others in their organisations – which lead to positive job performance, cohesive teams and higher productivity.

Key Benefits

- Understand the meaning and benefits of mindful leadership
- Learn to leverage empathy and compassion in leading others
- Influence others with better communication and manage conflicts
- Enhance team performance through appreciative inquiry
- Coach others mindfully

Course Contents

- Introduction to mindful leadership
 - Understanding current challenges
 - Leveraging the power of mindful leadership
 - Practising self-awareness
- Understanding others
 - Developing social awareness
 - Showing compassion
- Leading and influencing others
 - Influencing others positively
 - Communicating better and building rapport
 - Managing conflicts
- Developing others
 - Enhancing team performance through appreciative inquiry
 - Coaching others mindfully
- Summary and reflections

Learning Methodology

- The interactive methodology such as role plays and case studies will be used to provide participants with many opportunities to demonstrate their knowledge, learning and skills.

Who Should Attend

- This course is suitable for managers and leaders who are required to communicate effectively with employees especially in counselling, managing and monitoring employees' performance.

Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm

Virtual Classroom

In-Company Training

LS-BHPT-05

Building High Performance Teams (Online Learning) (14 hrs)

In many organisations today, teams have become a normative feature of work and they can be tasked to achieve significant results for organisations. High performance teams are especially desired. They are characterised by participative leadership, highly responsive, task focused, innovative and aligned with their purpose. They also show high levels of group responsibilities and have strong internal communications. This course will provide a firm foundation for building critical knowledge and valued skills of a high performance team.

Key Benefits

- Recognise the benefits of high performance teams
- Explain the stages of team development and develop actions to help teams cope with the process
- Use a combination of approaches to engage and motivate the team to maximise and sustain high performance

Course Contents

- Definition of a team
- Tuckman's stages of team development
- Leadership using Tuckman's Model
- 11 building blocks of high performance teams
- Barriers to team goals
- Team effectiveness and conflict management
- Johari window
- Leadership styles
- Creating a winning team

Learning Methodology

- Interactive methodology such as role plays and case studies will be used to provide participants with many opportunities to demonstrate their knowledge, learning and skills.

Who Should Attend

- This course is suitable for managers and other personnel who are required to communicate effectively with employees especially in counselling, managing and monitoring employees' performance.

Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm
- This course is also available for classroom-based learning. Contact us for more information.

Virtual Classroom

In-Company Training

LS-CMLM-I-06

Coaching and Mentoring for Leaders and Managers (Online Learning) (14 hrs)

In the knowledge-driven economy, people are an organisation's greatest asset. To compete and thrive in the VUCA world, organisations must develop and execute their workforce strategy which produces optimal performance results from their human assets. Through coaching and mentoring initiatives in the workplace, leaders can foster a positive workplace culture which promotes regular staff engagement, enables workplace learning and supports continuous people development.

Key Benefits

- Understand workforce and organisational development challenges and opportunities
- Know fundamental coaching and mentoring concepts and tools for leaders
- Implement coaching and mentoring best practices for sustainable outcomes

Course Contents

- Key workforce and organisational issues in today's business environment
- Leadership models – Traditional vs Goleman's Emotional Intelligence (EI) models
- Coaching and mentoring fundamentals
- Communication skills for effective coaching and mentoring
- Communication and mentoring tools, techniques and approaches
- Coaching and mentoring tips, including best practices
- Becoming more effective coaches and mentors through peer networks

Learning Methodology

- Participants will learn through individual hands-on activities, group discussions and role plays, to practice coaching techniques and mentoring skills.

Who Should Attend

- This course is suitable for leaders and managers who want to learn about coaching and mentoring, as well as develop their leadership capabilities.

Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm
- This course is also available for classroom-based learning. Contact us for more information.

Classroom-based learning

In-Company Training

LS-CBEM-17

Connect Better Everyday to Motivate, Influence and Pursue Excellence (16 hrs)

This course covers knowledge and skills to heighten the participant's emotional intelligence (EQ) which in turn develops his/her workplace competencies to adopt a generative orientation towards working in a team, tackling challenges, and motivating, influencing and pursuing excellence with others. It focuses on sharpening one's ability to connect and engage team members, with the practise of intentional inclusivity to leverage diversity in the workplace.

<NEW!> Lead Team Toolbox Series

"Connect Better Everyday to Motivate, Influence and Pursue Excellence" incorporates 3 core leadership competencies (Build Relationships, Achieve Results, and Pursue Personal Mastery). It is part of the new [Lead Self Toolbox Series].

The practice of leadership is accelerating. Complexity and pace of change, during these unprecedented times, demand one to be deliberate and intentional in the approach of work, so as to achieve the desired results and outcomes. 'Teamwork' – team and work has therefore taken on a renewed significance, likewise the practice of leadership by each and every individual, from Lead Self to Lead Team and through to Lead Organisation

Key Benefits

- Leverage diversity with the practice of intentional inclusivity
- Work better in a team
- Lead self and others

Course Contents

■ Part 1 : Asynchronous E-Learning

- Acquire fundamental communication concepts
 - > Understand the examples set in the context of telephone conversations with external customers
 - > Apply these fundamental concepts during the facilitator-led session to expand and deepen practice for other modes of communication, e.g. face-to-face interactions, virtual communication with co-workers (aka internal customers)

■ Part 2 : Classroom-based Learning

- Heighten awareness to level up personal competence
 - > Understand diversity
 - > Understand the need for intentional inclusivity
 - > Deepen self-awareness
 - > Manage self with greater confidence
 - > Practise personal competence
- Sharpen communications to work better together
 - > Communicate better
- Engage others successfully with a generative orientation
 - > Be present
 - > Reframe views, thoughts and actions
 - > Be mindful of what's known versus what's assumed
 - > Connect with positive-reinforcing actions
 - > Be inspired to deepen engagement
 - > Practise EQ abilities to demonstrate workplace competencies
- Lead and commit with organisational interventions to achieve results
 - > Commit and lead purposefully to create desired organisational outcomes
 - > Advance forward with personal action and development plan

Next Page >>>

Classroom-based learning

In-Company Training

LS-CBEM-17 **Connect Better Everyday to Motivate, Influence and Pursue Excellence (16 hrs)**

Learning Methodology

- Participants will undergo 16 hours of classroom-based learning after completing the asynchronous e-learning units. This course differentiates from other diversity programmes that typically place greater emphasis on interventions (i.e. diversity management practices) and neglect the importance of personal efforts. It creates an impactful change for participants by:

- Focusing on competencies building and application at the individual level, to practice inclusivity intentionally to leverage diversity, be it when working in a diverse team or leading one (amount to 86% of training time), while the understanding of organisational interventions amounts to 14% of training time

- Delving into 13 practices which include self-awareness, self-management, social awareness, and relationship management

- Incorporating 5 tools for developing leaders (be it at lead self or lead team level)

- **Part 1 : Asynchronous E-Learning**

- Self-directed with 24x7 access anytime, anywhere
- 4 standalone E-Learning units with learning outcomes and assessments
- The units must be completed prior to the delivery of the synchronous programme
- Completion of the units need not be in any particular order
- Job aids are provided in the E-Learning
 - > Learning points are cheatsheets in PDF format and are available for download / printing. This enables participants to refer to and use them as job aids. A total of 15 job aids (in PDF format) for the 4 e-learning units, namely 1 for Unit 1, 3 for Unit 2, 2 for Unit 3 and 9 for Unit 4.

- **Part 2 : Classroom-based Learning**

- Engaging learning is facilitated through a variety of proven adult learning techniques using individual reflection, interactive group activities, videos, stories, and skills practice exercises.

Who Should Attend

- This course is suitable for anyone who wants to lead self and teams to work collaboratively together and achieve results. It is also useful for anyone who wishes to connect and engage others meaningfully.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Virtual Classroom

In-Company Training

LS-CMIP-16

Connect Better Everyday to Motivate, Influence and Pursue Excellence (Online Learning) (16 hrs)

This course covers knowledge and skills to heighten the participant's emotional intelligence (EQ) which in turn develops his/her workplace competencies to adopt a generative orientation towards working in a team, tackling challenges, and motivating, influencing and pursuing excellence with others. It focuses on sharpening one's ability to connect and engage team members, with the practise of intentional inclusivity to leverage diversity in the workplace.

<NEW!> Lead Team Toolbox Series

"Connect Better Everyday to Motivate, Influence and Pursue Excellence" incorporates 3 core leadership competencies (Build Relationships, Achieve Results, and Pursue Personal Mastery). It is part of the new [Lead Self Toolbox Series].

The practice of leadership is accelerating. Complexity and pace of change, during these unprecedented times, demand one to be deliberate and intentional in the approach of work, so as to achieve the desired results and outcomes. 'Teamwork' – team and work has therefore taken on a renewed significance, likewise the practice of leadership by each and every individual, from Lead Self to Lead Team and through to Lead Organisation

Key Benefits

- Leverage diversity with the practice of intentional inclusivity
- Work better in a team
- Lead self and others

Course Contents

■ Part 1 : Asynchronous E-Learning

- Acquire fundamental communication concepts
 - > Understand the examples set in the context of telephone conversations with external customers
 - > Apply these fundamental concepts during the facilitator-led session to expand and deepen practice for other modes of communication, e.g. face-to-face interactions, virtual communication with co-workers (aka internal customers)

■ Part 2 : Synchronous Learning

- Heighten awareness to level up personal competence
 - > Understand diversity
 - > Understand the need for intentional inclusivity
 - > Deepen self-awareness
 - > Manage self with greater confidence
 - > Practise personal competence
- Sharpen communications to work better together
 - > Communicate better
- Engage others successfully with a generative orientation
 - > Be present
 - > Reframe views, thoughts and actions
 - > Be mindful of what's known versus what's assumed
 - > Connect with positive-reinforcing actions
 - > Be inspired to deepen engagement
 - > Practise EQ abilities to demonstrate workplace competencies
- Lead and commit with organisational interventions to achieve results
 - > Commit and lead purposefully to create desired organisational outcomes
 - > Advance forward with personal action and development plan

Next Page >>>

Virtual Classroom

In-Company Training

LS-CMIP-16 **Connect Better Everyday to Motivate, Influence and Pursue Excellence (Online Learning) (16 hrs)**

Learning Methodology

- Participants will undergo 16 hours of facilitator-led synchronous learning after completing the asynchronous e-learning units. This course differentiates from other diversity programmes that typically place greater emphasis on interventions (i.e. diversity management practices) and neglect the importance of personal efforts. It creates an impactful change for participants by:

- Focusing on competencies building and application at the individual level, to practice inclusivity intentionally to leverage diversity, be it when working in a diverse team or leading one (amount to 86% of training time), while the understanding of organisational interventions amounts to 14% of training time

- Delving into 13 practices which include self-awareness, self-management, social awareness, and relationship management

- Incorporating 5 tools for developing leaders (be it at lead self or lead team level)

- **Part 1 : Asynchronous E-Learning**

- Self-directed with 24x7 access anytime, anywhere
- 4 standalone E-Learning units with learning outcomes and assessments
- The units must be completed prior to the delivery of the synchronous programme
- Completion of the units need not be in any particular order
- Job aids are provided in the E-Learning
 - > Learning points are cheatsheets in PDF format and are available for download / printing. This enables participants to refer to and use them as job aids. A total of 15 job aids (in PDF format) for the 4 e-learning units, namely 1 for Unit 1, 3 for Unit 2, 2 for Unit 3 and 9 for Unit 4.

- **Part 2 : Synchronous Learning**

- Engaging learning is facilitated through a variety of proven adult learning techniques using individual reflection, interactive group activities, videos, stories, and skills practice exercises.

Who Should Attend

- This course is suitable for anyone who wants to lead self and teams to work collaboratively together and achieve results. It is also useful for anyone who wishes to connect and engage others meaningfully.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Virtual Classroom

In-Company Training

LS-EESM-I-13

Enhanced Effective Supervisory Management Skills Through Workplace Big5 Personality Profile (Online Learning) (14 hrs)

The Manager is the front-line person who faces continued expectations of both the employees and their superiors that are filled with many demands. Therefore, an effective manager must have a clear mind in order to meet all these expectations.

This enhanced course is designed as a follow-up for participants who have attended the Effective Supervisory Management Skills course. This will help participants to crystallise their goals by renewing and reinforcing the concepts taught and applying them back to work for guaranteed support from their immediate superiors.

Key Benefits

- List their strengths through the Workplace Big5 personality profile
- Structure the appropriate motivational techniques to create a positive workplace
- Give a needs-based feedback when the situation demands it
- Lead their team through a structured change process
- Work out a personal plan of action after this course for affirmative support from their immediate superiors

Course Contents

- Review and refresh
 - Key lessons learnt during the Effective Supervisory Management Skills course
 - Sharing of success stories
- Self-mastery through the Workplace Big5 Profile report
 - Understand the 5 factors: need for stability, extraversion, originality, accommodation and consolidation
 - Lessons learnt and applications at the workplace
- Structuring a motivated workplace
 - Identifying the key psychological needs
 - Meeting the individual's internal needs
 - Setting a collaborative atmosphere
 - How the Workplace Big5 reports help nurture a motivated workplace

- Giving supporting language during feedback situations
 - Consider the individual's self-talk language
 - Handle situations during team meetings
 - Choice of words to enhance interpersonal communications
 - How the Workplace Big5 reports are applied to give effective feedback conversations
- Managing and leading the change process
 - Kurt Lewin's 3 stages of change
 - Using appreciative inquiry in the change process
 - The role of emotions during the change process
 - How the Workplace Big5 reports support the change process
- Personal values and organisational values
 - A revisit to review, refresh and recharge beliefs
 - Adopting the appropriate behaviours to support the organisation
- Application
 - Applying my Workplace Big5 report when leading and interacting with my subordinates
 - My personal plan of action

Next Page >>>

Virtual Classroom

In-Company Training

LS-EESM-I-13 **Enhanced Effective Supervisory Management Skills Through Workplace Big5 Personality Profile (Online Learning) (14 hrs)**

Learning Methodology

- The interactive methodology such as mini-presentations, group / class discussions, and practical case studies will be used to provide participants with the opportunities to demonstrate their knowledge, learning and skills. Before the end of Day 2, participants are expected to present on their key learning for application back at work.

Who Should Attend

- This course is designed especially for participants who have attended the **Effective Supervisory Management Skills**

Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm
- This course is also available for classroom-based learning. Contact us for more information.

Virtual Classroom

In-Company Training

LS-CSPM-10

Managing People Effectively – Core Skills for New People Managers (Online Learning) (14 hrs)

Today's business culture is increasingly focused on recognising and rewarding people based on performance. Those who excel in their jobs obtain promotions and begin their journey in people management.

This course is a valuable confidence booster designed to impart key skills in managing people effectively. It also provides new people managers with the fundamental knowledge and competencies they would need to lead their teams well in a globally connected, quick changing, fast-paced environment.

Key Benefits

- Understand your role as a people manager
- Develop strategies to address the challenges facing new managers today
- Be able to motivate and lead your team towards high performance
- Discover your preferred communication style and develop an ability to effectively communicate
- Use effective problem-solving and decision-making techniques
- Learn the process of delegation and how to delegate effectively
- Learn and practise key coaching techniques
- Understand the nature of change and how to help your team adapt to change effectively

Course Contents

- Understanding your role
 - The links between me, the organisation, and my team and my role as a people manager
 - Challenges facing managers today
- Leading and motivating your team
 - Understand leadership concepts and different styles
 - Explore motivation theories and how to help my team stay motivated
- Communicating for results
 - Understand the fundamentals of effective communication
 - Learn about personal communication styles and how to use it to the best advantage
 - Overcome barriers to effective communication
 - Manage perceptions
 - Learn how to give and invite feedback

- Problem-solving and decision making
 - Understand and define problems accurately
 - Learn and apply problem-solving and decision-making techniques for optimum results
- Delegation
 - Understand the nature of delegation
 - Understand the process of delegation
 - Guidelines for effective delegation
- Coaching
 - Understand the job of the manager as coach
 - Learn coaching skills to help develop individuals and teams
 - Coaching for deficient work performance
- Managing change
 - Understand the forces for change
 - Dealing with resistance to change in myself and in my team
 - How to help my team adapt to change successfully and progress with change

Next Page >>>

Virtual Classroom

In-Company Training

LS-CSPM-10 **Managing People Effectively – Core Skills for New People Managers (Online Learning) (14 hrs)**

Learning Methodology

- This course is facilitated through a variety of proven and valued adult learning techniques that include group discussions, individual work, the use of profiling tools by participants for self-awareness and improvement, paired exercises, presentations and multi-media use.
- Participants can also profile their communication and leadership style to bring them to a higher level of self-awareness. Participants will be encouraged to reflect and share their thoughts and experience to enhance group learning. The use of a learning journal will also be encouraged throughout the course.

Who Should Attend

- This course is suitable for professionals who are people managers and want to enhance their skills and knowledge in people management.

Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm
- This course is also available for classroom-based learning. Contact us for more information.

Virtual Classroom

In-Company Training

LS-NSWW-I-03

Negotiation Skills for Win-Win Outcomes (Online Learning) (7 hrs)

In our dealings and transactions with others, we have to manage our relationships tactfully so that we can get what we want while maintaining good rapport. Our counterparts have their own concerns and seek to get from us what they need to accomplish their own goals. Handling such relationships requires more than good communication skills. By acquiring negotiation skills, we can develop the capability and confidence to engage others, build trust and attain win-win outcomes.

Key Benefits

- Understand what negotiation is and the negotiation process
- How to conduct negotiations and strive for the desired outcomes
- Know and execute negotiations through the stages – preparation, bargaining, closing, follow-up

Course Contents

- Define negotiation objectives
- Constructive steps for relationship building – rapport, trust, collaboration
- Approaches to conflict resolution
- Negotiation planning – components, roles / responsibilities, process, techniques
- Negotiation execution and bargaining process
- Wrapping up negotiations – closing, follow-up action, monitoring
- Evaluate organisational requirements, constraints and other factors

Learning Methodology

- Participants will learn through individual hands-on activities, group discussions, role plays, and practice the negotiation techniques based on various bargaining scenarios and conflict situations.

Who Should Attend

- This course is suitable for anyone who wants to learn about the fundamentals of negotiations.

Course Details

- Duration: 1 day (7 hrs)
- Time: 9:00am to 5:00pm
- This course is also available for classroom-based learning. Contact us for more information.

Virtual Classroom

In-Company Training

LS-SUTL-I-01

Stepping up to Leadership – How to Build, Influence and Lead strong relationships (Online Learning) (14 hrs)

A person could be appointed 'leader' because of his / her expert knowledge or based on the number of years of experience in that position. Often, the individual is promoted without much preparation and finds it awkward to carry out assignments smoothly. This course explores key topics for leaders who want to maximise their positive impact on others through effective interpersonal skills.

Key Benefits

- Differentiate the roles required of a manager and leader
- Develop appropriate strategies to improve relationships with their team members
- Work out a personal plan of action to affirm lessons learnt

Course Contents

- What do managers do?
 - What are the four managerial functions?
 - What are the real management roles?
 - How to think like a manager
 - Think global and act local
- Foundations of planning
 - Why should managers formally plan?
 - How do managers set goals and develop plans?
 - What are the contemporary issues do managers face?
- Building strong relationships (internal and external customers)
 - The key roles of an effective team leader
 - The politics of relationships
 - Avoiding relationship pitfalls
 - The power of harmonious relationships
 - Respecting co-workers and valuing others
 - Building a supportive relationship with your superiors
 - The power of one-on-one conversations
- Designing a dream vision for your team
 - Qualities of a good team
 - GRPI model for your team
 - Creating a common language
 - Create conditions that promotes team cohesiveness

- Sustaining results
 - Ensuring accountability works
 - Giving constructive feedback
 - 6 simple ways to build trust
- Personal values versus organisational values
 - Knowing my personal values are aligned to my organisational values
 - Upholding the organisation's vision, mission and values
- Application
 - Applying my knowledge when interacting with people
 - Personal plan of action

Learning Methodology

- This course will be using a balance of mini-presentations, small group and whole class discussions. Participants are expected to be active learners in order to get the best out of this training session.

Who Should Attend

- This course is suitable for managers and leaders who wish to build and sustain strong relationships in order to achieve their team and organisational goals.

Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm
- This course is also available for classroom-based learning. Contact us for more information.

Virtual Classroom

In-Company Training

LS-TAPS-12

Think and Plan Strategically to Succeed (Online Learning) (14 hrs)

Strategic thinking and planning are critical to the success of any organisation. They require and start with a thinking process – one that integrates many different thinking, including Visionary, Critical, Analytical, Imaginative and Systems Thinking, to conceptualise a plan that will achieve the organisation's objectives. The key to effective strategic planning is that the leaders and stakeholders who are involved in it must possess the skills to think strategically and then follow a process to create the plan themselves. Managers and leaders that spend most of their time putting out fires and operating tactically / short-term without thinking or planning strategically, could lead to disastrous outcomes for the organisation.

This course equips participants with the necessary thinking skills and knowledge to become strategic thinkers and carry strategic planning for their organisations confidently and effectively.

Key Benefits

- Describe strategic planning and the key steps
- Apply multiple techniques in strategic planning
- Develop strategic thinking skills

Course Contents

- Introduction to strategic thinking and planning
 - Strategic thinking
 - Key steps in strategic planning
- Internal / insights and trends analysis
 - Assessing readiness
 - Identifying strategic issues
 - Identifying and clarifying mission, values and culture
 - Identifying key competencies (Business Model Canvas, SWOT, and Porters' Five Forces)
 - Analysing and spotting trends
- Gap analysis
 - Defining results (Scenario development, Guided visioning, and Synesthesia)
 - Understanding current state and analysing root causes (Contexting, Cause and effect diagram, and Drill-down technique)
- Prioritising gaps
 - Closing the gap: techniques

- Reviewing strategies
 - Reviewing grand strategies
 - Generating ideas (Brainstorming, SCAMPER, and Reframing matrix)
- Selecting and implementing strategies
 - Finalising strategic directions and solutions
 - Identifying unintended consequences
 - Contingency planning
 - Implementing strategies: plans and checklists
- Monitoring and optimising solutions
 - Controlling plan and measuring progress

Learning Methodology

- Role plays and case studies, complemented by learning tools will be used to provide participants with opportunities for practices.

Who Should Attend

- This course is suitable for management staff, managers, and leaders.

Course Details

- Duration: 2 days (14 hrs)
- Time: 9:00am to 5:00pm
- This course is also available for classroom-based learning. Contact us for more information.