



**ODC**  
Building Connections,  
Bridging Perspectives

# **WSQ COURSES**

SKILLSFUTURE FUNDED COURSES



**ODC**  
Building Connections,  
Bridging Perspectives

# L5

FOR SENIOR MANAGEMENT /  
LEADERS MANAGING MANAGERS

- Vision Leadership (Level 5)
- Personal Effectiveness (Level 5)
- People Development (Level 5)



## Strategy & Direction

### VISION LEADERSHIP (LEVEL 5)

Course Reference Number :TGS-2019504787 | Classroom | Valid from 7/2/2020 to 6/2/2026

#### INTRODUCTION

The 2-day (16 hour) programme 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 aims 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.

#### KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

- Plan for Organisation Excellence
- Engage Stakeholders for Support and Buy-in
- Evaluate Self for Continuous Improvement in Strategic Planning

#### TARGET AUDIENCE

Senior managers and heads of department with people and organisation development related roles and responsibilities.

## COURSE OUTLINE

### PLAN FOR ORGANISATION EXCELLENCE

- 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

### ENGAGE STAKEHOLDERS FOR SUPPORT AND BUY-IN

- Importance of complying with organisation policies and procedures
- Demonstrating organisation's values and ethics through communication

### EVALUATE SELF FOR CONTINUOUS IMPROVEMENT IN STRATEGIC PLANNING

- Reflecting on strengths and areas for improvement
- Platforms for further development to optimize performance



## COURSE FEES & FUNDING DETAILS

Full Course Fee : \$959.20 (Inclusive of GST \$79.20)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$880.00	\$880.00	\$880.00
SkillsFuture Funding	\$440.00	\$616.00	\$616.00
Total Nett Fees	\$440.00	\$264.00	\$264.00
GST (9% x \$880)	\$79.20	\$79.20	\$79.20
Total Fees Payable	\$519.20	\$343.20	\$343.20

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

Organisational Development Concepts Pte Ltd (UEN 201026450Z)

A regional corporate training provider and ATO for Skillsfuture Singapore courses

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## Fortitude & Stewardship

### PERSONAL EFFECTIVENESS (LEVEL 5)

Course Reference Number : TGS-2019504786 | Classroom Workshop | Valid from 5/2/2020 - 4/2/2026

#### INTRODUCTION

This 2-day (16 hour) programme is designed to support managers, 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 aims to share experiences and insights to facilitate peer learning and to shape mindsets to equip learners to be effective leaders.

#### KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

- 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

#### TARGET AUDIENCE

Senior managers and heads of department with people and organisation development related roles and responsibilities.

WSQ Level 5 - Senior Management Level

## COURSE OUTLINE

### COLLABORATING WITH STAKEHOLDERS IN DEVELOPMENT OF STRATEGIC PRIORITIES AND COMMUNICATION PLAN

- 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

### COMMUNICATE WITH STAKEHOLDERS EFFECTIVELY IN PROMOTING ORGANISATION

- 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

### DEVELOP AWARENESS OF SELF TO MAINTAIN INTEGRITY AND ALIGNMENT OF ETHICS AND VALUES

- 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



### COURSE FEES & FUNDING DETAILS

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## Talent Development & Process

## PEOPLE DEVELOPMENT (LEVEL 5)

Course Reference Number :TGS-2019504785 | Classroom Workshop | Valid from 3/2/2020 - 2/2/2026

### INTRODUCTION

This 2-day (16 hour) programme is designed to provide practical insights, know-how and skills to empower managers and senior management in building and developing their organisation' capability. Through case studies, skills practice and discussion, the 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.

### KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

- 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

### TARGET AUDIENCE

Managers, heads of department and senior management with talent management and organisation development related roles and responsibilities.

## COURSE OUTLINE

### ASSESS TALENT POOL TO PLACE HIGH POTENTIAL EMPLOYEES IN CRITICAL ORGANISATION POSITION

- 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

### LEAD MANAGERS IN PLANNING FOR AND DEVELOPING OF CAPABILITIES FOR PERFORMANCE

- 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

### REVIEW TALENT CAPABILITY DEVELOPMENT PROCESS

- Importance of reviewing effectiveness of organisational talent capability development processes
- Ways of reviewing effectiveness for areas for improvement



### COURSE FEES & FUNDING DETAILS

Full Course Fee : \$959.20 (Inclusive of GST \$79.20)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$880.00	\$880.00	\$880.00
SkillsFuture Funding	\$440.00	\$616.00	\$616.00
Total Nett Fees	\$440.00	\$264.00	\$264.00
GST (9% x \$880)	\$79.20	\$79.20	\$79.20
Total Fees Payable	\$519.20	\$343.20	\$343.20

#### Funding Requirements

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# L4

FOR PEOPLE LEADERS, MANAGERS

- Vision Leadership (Level 4)
- Personal Effectiveness (Level 4)
- People Development (Level 4)
- People Change Management (Level 4)
- People Performance Management (Level 4)



## Strategy & Governance

# VISION LEADERSHIP (LEVEL 4)

Course Reference Number : TGS-2019503871 | Classroom & Asynchronous E-Learning | Valid from 21/1/2020 - 19/6/2025

## INTRODUCTION

This 2-day (16 hour) programme aims to equip the learners with the skillsets to lead managers in the development of business unit strategies, operational plans and corporate governance management to meet organisational needs. It includes providing direction and guidance to managers through regular engagement, modelling of leadership and expected behaviours.

## KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

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

## TARGET AUDIENCE

Department Manager, Manager and High Potential Executive

## COURSE OUTLINE

### 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

### COURSE FEES & FUNDING DETAILS

Full Course Fee : \$708.50 (Inclusive of GST \$58.50)



Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$650.00	\$650.00	\$650.00
SkillsFuture Funding	\$325.00	\$325.00	\$325.00
Total Nett Fees	\$325.00	\$195.00	\$195.00
GST (9% x \$650)	\$58.50	\$58.50	\$58.50
Total Fees Payable	\$383.50	\$253.50	\$253.50

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

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## Clarity & Influence

### PERSONAL EFFECTIVENESS (LEVEL 4)

Course Reference Number :TGS-2019503878 | Classroom & Asynchronous E-Learning | Valid from 27/1/2020 - 12/6/2025

#### INTRODUCTION

This 2-day (16 hour) programme is designed to equip leaders and managers with the ability to communicate and influence decision making from a managerial perspective, taking in considerations and the expectations of the various stakeholders. This programme also provides managers with the context on how to continually develop their skills in the ever-changing workforce landscape.

#### KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

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

#### TARGET AUDIENCE

Department Manager, Manager and High Potential Executive

## COURSE OUTLINE

### COMMUNICATE EFFECTIVELY

- Organisational Policies and Procedures
- Legal and Ethical Considerations
- Communication Process
- Communication Techniques and Behaviours
- Barriers to Communication

### INFLUENCE DECISION-MAKING

- 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



### DEMONSTRATE COMMITMENT TO SELF-DEVELOPMENT

- Self-Development (Benefits and Barriers)
- Importance of Currency of Knowledge
- Future of Work

### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$741.20 (Inclusive of GST \$61.20)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$680.00	\$680.00	\$680.00
SkillsFuture Funding	\$340.00	\$476.00	\$476.00
Total Nett Fees	\$340.00	\$204.00	\$204.00
GST (9% x \$680)	\$61.20	\$61.20	\$61.20
Total Fees Payable	\$401.20	\$265.20	\$265.20

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

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## Capability Development & Coaching

### PEOPLE DEVELOPMENT (LEVEL 4)

Course Reference Number : TGS-2019503871 | Classroom & Asynchronous e-Learning | Valid from 27/1/2020 - 19/6/2025

#### INTRODUCTION

This 2-day (16 hour) programme is designed to equip leaders and managers within the organisation with the skillsets to develop team leaders to perform effectively through identifying their team leaders' skills requirements, facilitating their learning opportunities and coaching them for performance.

#### KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

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

#### TARGET AUDIENCE

Department Manager, Manager and High Potential Executive

## COURSE OUTLINE

### ORGANISATIONAL STRATEGIES AND BUSINESS PLAN

- What is people development and why is it 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 VS REQUIRED SKILLS

- What is competency and competency gap?
- Five dimensions of competency
- Training Needs Analysis (TNA)
- BPLL and SPL Model in Training Needs Analysis
- McGhee and Thayer's Three Level Analysis
- 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
- The ISA approach to conducting discussion
- GROW model of coaching
- ADDIE instructional design
- Impact of coaching on individuals

### REVIEWING COACHING OUTCOMES AGAINST COACHING GOALS

- Monitor progress and discussion guide
- Review coaching/mentoring outcomes



### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$708.50 (Inclusive of GST \$58.50)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$650.00	\$650.00	\$650.00
SkillsFuture Funding	\$325.00	\$325.00	\$325.00
Total Nett Fees	\$325.00	\$195.00	\$195.00
GST (9% x \$650)	\$58.50	\$58.50	\$58.50
Total Fees Payable	\$383.50	\$253.50	\$253.50

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

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## Innovation & Adaptability

### PEOPLE CHANGE MANAGEMENT (LEVEL 4)

Course Reference Number :TGS-2019503873 | Classroom & Asynchronous E-Learning | Valid from 27/1/2020 - 7/8/2025

#### INTRODUCTION

This 2-day (16 hour) programme is designed to provide the participants with the skillsets 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 skillsets and mindset to effectively facilitate innovation and lead team leaders to implement change.

#### KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

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

#### TARGET AUDIENCE

Department Manager, Manager and High Potential Executive

## COURSE OUTLINE

### FRIGHT, FLIGHT OR FIGHT

- Introduction to Change
- Entering the VUCA world
- How to manage VUCA
- Innovation
- Importance of service innovation
- Facets of change management in an organization
- Organisational policies and procedures regarding change management

### WORK WITH THE BIG PICTURE IN MIND

- What is Systems Thinking?
- Systems thinking tools
- Tacit vs. Explicit Knowledge
- Learning Organisation
- 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



### MANAGING CHANGE PROCESSES WITH CARE

- Learning from change management strategies
- Methods and tools for data analysis
- Qualitative and quantitative data
- Data analysis methods
- Support enterprising behavior and risk taking

## COURSE FEES & FUNDING DETAILS

Full Course Fee :\$708.50 (Inclusive of GST \$58.50)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
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## Performance & Coaching

### PEOPLE AND PERFORMANCE MANAGEMENT (LEVEL 4)

Course Reference Number : TGS-2019503877 | Classroom & Asynchronous e-learning | Valid from 27/1/2020 - 1/8/2025

#### INTRODUCTION

This 2-day (16 hour) programme is designed to equip leaders and managers within the organisation with the skillsets to plan and measure performance. The programme will also look into the implementation of plans and how to manage performance. The programme will also look into the review and rewards for performance.

#### KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

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

#### TARGET AUDIENCE

Department Manager, Manager and High Potential Executive

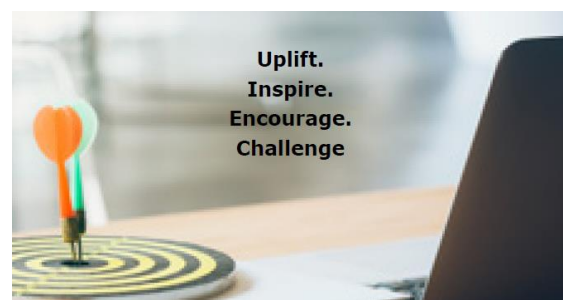
## COURSE OUTLINE

### SET GOALS & DEVELOP TEAM PLANS

- The Hierarchy of Plans
- Setting S.M.A.R.T Goals
- Management By Objectives (MBO), Management By Wandering Around (MBWA)
- Developing Team Plans and RASCI
- Identifying, requesting and allocating resources required to implement the team plans

### IMPLEMENT PLANS & MANAGE PERFORMANCE

- Performance Management Theories
  - > Expectancy Theory, McGregor's Theory X and Theory Y
  - > Frederick Herzberg's Hygiene and Motivational Factors Theory
- Creating a High-Performance Team
  - > Selecting the right team mix
  - > Leadership and Focus
  - > Moving the team towards high performance
  - > Monitoring Team Performance
  - > Managing Emotional States
  - > Methods to improve team performance
- Managing Risks
  - > Manager's role in managing risks
  - > Sources of Risks and Risk Assessment Methods
  - > Impact on Employees and Organisation



### REVIEW & REWARD PERFORMANCE

- Review & Reward Performance
  - > Halo Effects & Pitchfork Effects
- Relevant professional or industry codes of practice and standards (KA3)
- Review team performance
  - > Criteria of successful team and data source to review performance
  - > Providing Feedback
- Supporting team leaders
- Reward team performance
- Market trends and developments in relation to remuneration and performance management.
- Avenues for self-improvement in performance management processes

### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$708.50 (Inclusive of GST \$58.50)

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# L3

**FOR SUPERVISORS, EXECUTIVES, TEAM LEADERS**

- **Vision Leadership (Level 3)**
- **Organisational Relationship Building (Level 3)**
- **Workplace Communication to Improve relationships and Resilience (Level 3)**
- **Problem Identification and Solutioning Techniques (Level 3)**



## Strategy & Operations

### VISION LEADERSHIP (LEVEL 3)

Course Reference Number :TGS-2019503875 | Face to Face

| Valid from 27/1/2020 - 19/6/2025

Course Reference Number :TGS-2021004690 | Synchronous E-Learning | Valid from 7/5/2021 - 6/5/2025

#### INTRODUCTION

This 2-day (16 hour) programme aims to equip the learners with the skillsets 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.

#### KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

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

#### TARGET AUDIENCE

Supervisor, Assistant Manager, Team Leader, Leaders whom wanted to better manage team development and team conflicts

## COURSE OUTLINE

### ALIGN WITH ORGANISATIONAL GOALS, CULTURE & 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

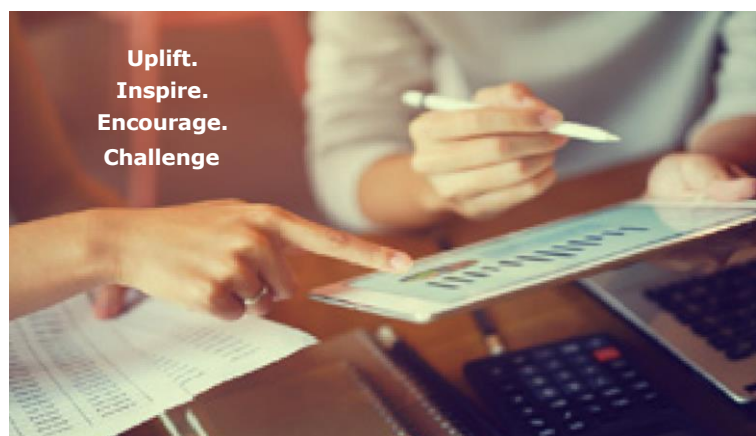
- Work team
- Communication techniques
- Communication channels

### CRAFT OPERATIONAL PLANS - THE P.O.L.A.R. FRAMEWORK

- Craft operational plans – The P.O.L.A.R framework
- Planning
- Organising
- Leading

### DEVELOP EMOTIONAL COMPETENCE

- IQ versus EQ
- Domains of Emotional Intelligence
- Options for self-improvement
- Analysing and review
- Evaluate progress and make adjustment



### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$599.50 (Inclusive of GST :\$49.50)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$550.00	\$550.00	\$550.00
SkillsFuture Funding	\$275.00	\$385.00	\$385.00
Total Nett Fees	\$275.00	\$165.00	\$165.00
GST (9% x \$550)	\$49.50	\$49.50	\$49.50
Total Fees Payable	\$324.50	\$214.50	\$214.50

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

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## Trust & Communication

### **WORKPLACE COMMUNICATION TO IMPROVE RELATIONSHIP & RESILIENCE (LEVEL 3)**

Course Reference Number: TGS-2021003430 | Synchronous E-Learning | Valid from 22/3/2021 - 21/3/2027

Course Reference Number: TGS-2021002747 | Face to Face Workshop | Valid from 22/2/2021 - 21/2/2027

#### **INTRODUCTION**

Workplace communication in our times of rapid change need to do more than just delivering message clearly. It is also about building and developing trust, strengthening team relations and fostering resilience. This 2 day (16 hour) workshop, learners will gain insights, know how on how to communicate effectively as a leader that is increasingly important to drive adaptability and change.

#### **KEY COMPETENCIES**

The programme focuses on the following competencies :

1. Establish target audience and communication channels in organisations
2. Comply with organisation & professional standards
3. Apply appropriate methods to promote effective communication in organisations

#### **TARGET AUDIENCE**

Supervisor, Assistant Manager, Team Leader, Leaders whom wanted to enhance their workplace communications.

## KEY KNOWLEDGE AND SKILLSETS

### ESTABLISH TARGET AUDIENCE AND COMMUNICATION CHANNELS IN ORGANISATIONS

- Overview of Workplace communication
- Macro factors affecting Workplace Communication
- Organisational leadership style
- Organisational structure
- Organisational culture
- Channel of Workplace Communication
- Considerations for maintaining channels of communications

### COMPLY WITH ORGANISATIONAL & PROFESSIONAL STANDARDS

- Organisational and professional standards governing workplace communications
- Communication policies and procedures
- Channels of communication to update staff on latest organizational information
- Monitor staff compliance with organizational policies and procedures
- Methods to evaluate channel communications
- Consequences of non-compliance



### APPLY APPROPRIATE METHODS TO PROMOTE EFFECTIVE COMMUNICATION IN ORGANISATIONS

- Barriers to effective communication
- Techniques to promote effective communications amongst staff
- Promoting effective communication
- Benchmarks for effective communication

### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$490.50 (Inclusive of GST :\$40.50)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$450.00	\$450.00	\$450.00
SkillsFuture Funding	\$225.00	\$315.00	\$315.00
Total Nett Fees	\$225.00	\$135.00	\$135.00
GST (9% x \$450)	\$40.50	\$40.50	\$40.50
Total Fees Payable	\$265.50	\$175.50	\$175.50

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

**Organisational Development Concepts Pte Ltd (UEN 201026450Z)**

A regional corporate training provider and ATO for Skillsfuture Singapore courses

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A graphic consisting of two overlapping circles, one light orange and one darker orange, with the text 'Collaboration & Diversity' in white. The background of the entire page is a photograph of several hands placing white puzzle pieces on a wooden table, with one red puzzle piece already in the center.

## Collaboration & Diversity

# ORGANISATIONAL RELATIONSHIP BUILDING (LEVEL 3)

Course Reference Number :TGS-2019503874 | Classroom & asynchronous e-learning | Valid from 27/2/2020 - 19/6/2025

## INTRODUCTION

This 2-day (16 hour) programme is designed to provide the participants with the skillsets 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 skillsets to develop team cohesiveness, as well as managing workplace diversity and be able to manage workplace conflict.

## KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

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

## TARGET AUDIENCE

Supervisor, Assistant Manager, Team Leader, Leaders whom wanted to better manage team development and team conflicts

## COURSE OUTLINE

### PARTICIPATE IN NETWORKS

- Importance of Networking
- Types of Networking platforms
- Legal and ethical concerns
- Do's and Don'ts of networking

### DEVELOPING TEAM COHESIVENESS

- 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 (cultural, multi-generational etc) at the workplace
- Measures that can be implemented in managing diversity
- Avoiding pitfalls in managing diversity

### RESOLVING CONFLICT WITHIN THE TEAM

- 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



### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$599.50 (Inclusive of GST :\$49.50)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$550.00	\$550.00	\$550.00
SkillsFuture Funding	\$275.00	\$385.00	\$385.00
Total Nett Fees	\$275.00	\$165.00	\$165.00
GST (9% x \$550)	\$49.50	\$49.50	\$49.50
Total Fees Payable	\$324.50	\$214.50	\$214.50

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

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**Analysis  
&  
Solutioneering**

## **PROBLEM IDENTIFICATIONS AND SOLUTIONING TECHNIQUES – LEVEL 3**

Course Reference Number :TGS-2021006418 | Synchronous E-Learning | Valid from 8/7/2021 – 7/7/2025

Course Reference Number :TGS-2021002843 | Face to Face Workshop | Valid from 11/3/2021 – 10/3/2025

### **INTRODUCTION**

Problem Identifications and solutioning techniques (Level 3) is a course that aims to equip participants with the skillsets, frameworks to handle workplace problems and be able to accurately identify root cause of problem and be able to establish an evaluation criteria that helps in the developing and selecting and recommendation of possible solutions.

### **KEY COMPETENCIES**

The programme focuses on the following competencies:

1. Identify articulate exact problems clearly
2. Develop A Mental Model For The Problem-Solving Process
3. Analyse root causes & recommend solutions to resolve work issues

### **TARGET AUDIENCE**

Supervisor, Assistant Manager, Team Leader, Leaders who wanted to sharpen their methods of structured problem solving techniques.

## KEY KNOWLEDGE AND SKILLSETS

### IDENTIFY ARTICULATE EXACT PROBLEMS CLEARLY

- Where Might Symptoms of Problems Appear?
- Sources of Problems at the Workplace
- What's the Problem got to do with Me?
- Anticipate and Detect Problems at the Workplace

### DEVELOP A MENTAL MODEL FOR THE PROBLEM SOLVING PROCESS

- Types of Corrective Actions
- Develop Mental Model for Problem Solving
- Communicating the Problem
- Establish a Model - 7-Step Problem Solving Process
- 7-Step Process (Step 1) – Objective Reasoning
- 7-Step Process (Step 2) – Define Problem Statement

### ANALYSE ROOT CAUSES & RECOMMEND SOLUTIONS TO RESOLVE WORK ISSUES

- 7-Step Process (Step 1) – Find the Right Problem to Solve
- 7-Step Process (Step 2) – Define the Problem
- 7-Step Process (Step 3) – Analyse the Problem
- 7-Step Process (Step 4) – Develop Possible Solutions
- 7-Step Process (Step 5) – Select the best solutions
- 7-Step Process (Step 6) – Implementation Plan
- 7-Step Process (Step 7) – Evaluate & Learn
- Gathering Feedback
- Methods of Analysing Feedback



### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$490.50 (Inclusive of GST :\$40.50)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$450.00	\$450.00	\$450.00
SkillsFuture Funding	\$225.00	\$315.00	\$315.00
Total Nett Fees	\$225.00	\$135.00	\$135.00
GST (9% x \$450)	\$40.50	\$40.50	\$40.50
Total Fees Payable	\$265.50	\$175.50	\$175.50

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

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**ODC**  
Building Connections,  
Bridging Perspectives

# L2

FOR INDIVIDUAL CONTRIBUTOR, FRONTLINE  
EMPLOYEES

- **Workplace Communication to Improve relationships and Resilience (Level 2)**
- **Problem Identification and Solutioning Techniques (Level 2)**



## Techniques & Solutioneering

# PROBLEM IDENTIFICATIONS AND SOLUTIONING TECHNIQUES – LEVEL 2

CourseReferenceNumber :TGS-2021004397 | Face to Face Workshop | Valid from 26/4/2021 – 25/4/2025

### INTRODUCTION

Problem identification process helps organisation reduce productivity lose and enhances workforce's employability. This course provides employees with the right mindset and skillsets to play an active role in problem solving through the identifications of problems to be able to frame the approach of problem solving and help generate solutions that meet the solution criteria that is set out.

### KEY COMPETENCIES

The programme focuses on the following competencies:

1. Identify sources and impact of problems on job responsibilities
2. Frame the problem-solving approach
3. Generate & evaluate ideas

### TARGET AUDIENCE

Individual contributors who are interested to enhance their problem solving skills

## KEY KNOWLEDGE AND SKILLSETS

### IDENTIFY SOURCES AND IMPACT OF PROBLEMS ON JOB RESPONSIBILITIES

- Definition of terms
- The problem-solving process
- Symptoms and sources of problems
- Define the problem
- What is root cause analysis?
- How to identify impact of a problem on one's job responsibilities and other parties involved

### FRAME THE PROBLEM-SOLVING APPROACH

- Modes Of Communication During Problem-Solving
- Corrective Actions
- Reflective Mechanisms

### GENERATE & EVALUATE IDEAS

- Generate Alternative Solutions
- Three Modes of Thinking, Brainstorming
- Evaluating and Selecting Solutions
- Areas Of Impact From Implementation Of An Action Plan



### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$414.20 (inclusive of GST :\$34.20)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$380.00	\$380.00	\$380.00
SkillsFuture Funding	\$190.00	\$266.00	\$266.00
Total Nett Fees	\$190.00	\$114.00	\$114.00
GST (9% x \$380)	\$34.20	\$34.20	\$34.20
Total Fees Payable	\$224.20	\$148.20	\$148.20

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

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**Mutual Trust  
&  
Relationship**

## **WORKPLACE COMMUNICATION TO IMPROVE RELATIONSHIP & RESILIENCE (LEVEL 2)**

Course Reference Number: TGS-2021002644 | Face to Face Workshop | Valid from 1/3/2020 - 28/2/2025

### **INTRODUCTION**

Workplace communication is an important factor that can help improve employee motivation, build team relationships and enculturate positive and resilient team morale. This course is designed for individual contributors to be open to receive and interpret information objectively.

### **KEY COMPETENCIES**

The programme focuses on the following competencies :

1. Build mutual trust within the workplace with effective communication techniques
2. Maintain positive relationships at the workplace with effective communication

### **TARGET AUDIENCE**

Individual contributors who are interested to enhance their workplace communications.

## KEY KNOWLEDGE AND SKILLSETS

### KNOWLEDGE BUILDING

- 5Cs of effective communication
- The TRUST Equation
- Modes & tools of communication
- Cultural & social factors impacting communication
- Barriers to effective communications
- External information sources
- Internal information sources
- Types of workplace information
- Types of communication styles
- Organisational and professional standards relating to communication

### DEVELOPING SKILLS FOR APPLICATION

- Use tools and methods to interpret information received
- Comply with response requirements & formats
- Use appropriate communication techniques and tools to suit different communication styles within formal and informal settings
- Use effective communication techniques to create clear lines of communication within the workplace
- Communicate effectively with diverse audiences



### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$381.50 (Inclusive of GST :\$31.50)

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$350.00	\$350.00	\$350.00
SkillsFuture Funding	\$175.00	\$245.00	\$245.00
Total Nett Fees	\$175.00	\$105.00	\$105.00
GST (9% x \$350)	\$31.50	\$31.50	\$31.50
Total Fees Payable	\$206.50	\$136.50	\$136.50

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result

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