



# Learning & Personal Development

work skills qualifications • employability skills system

Learning has become a core competency for an organization that is challenged with ongoing changes and increasing competition in a global environment. Individuals are beginning to realize that to stay relevant in a fast changing workplace, one needs to be able to become a learning individual. Learning begins with the individual, continues to grow via team learning and then translates into a viable, high performing Learning Organization. Individuals will be taught to take responsibility for their personal and professional growth, recognize the impact and importance of applying their knowledge and skills learnt in an ever changing workplace environment. Changes that are occurring in a global context which affects the organization's global competitiveness and one's employability will also be explored and participants will learn new mindsets and tools to stay productive and relevant. Acquiring the core competencies related to learning and change in a global marketplace is a call of the future that no one can ignore! This workshop starts you on that journey of discovery.

## COMPETENCY REQUIREMENT

A person competent in the competency requirements should successfully perform the following:

1. Take responsibility for personal and professional growth through lifelong learning opportunities.
2. Apply knowledge and skills learnt in the workplace.
3. Recognise the importance of one's work and employability in a global context
4. Adapt to change.

## This Program Is Recommended For:

**Target Population:** Operation Staff who need to be aware of the changing global workplace and the role of learning and personal development as a key enabler to remain relevant and stay employable.

**Methodology :** Case studies, short lecturettes, discussions, structured experience, role play etc. Focus will be centred on real organisational examples to provide for sufficient analysis of existing and best practice. Ample opportunities will also be given to participants to share their own organisation's experience and challenges.

### Assessment:

Formative Assessment will be conducted during class for all participants to qualify for the *Statement of Attainment*. On-Going /Work-based assessment will be implemented\* by Training Vision as a tool to monitor and track Staff Development. The staff will be briefed on the purpose of the various assessments and these assessments will be conducted in a non-threatening manner so as to encourage staff participation and confidence.

\* based on critical mass as online computerized system on competency-based assessment will be used.

**Participants:** Operations staff.

**Duration :** 16 Hours

**Class Size:** 20 participants

**Fee:** \$272 per participant

SDF subsidy : \$11 per pax (below 40yrs) or  
90% (40yrs & above)

SRP absentee payroll claims applies.

Enrolment through SDF easynet

Call : 64673341 or email : enquiries@trainingvision.com.sg

## Programme Outline:

### \* TAKE PERSONAL RESPONSIBILITY FOR PERSONAL AND PROFESSIONAL GROWTH THROUGH LIFELONG LEARNING OPPORTUNITIES

- **INFORMATION AND KNOWLEDGE MANAGEMENT**
  - Why Knowledge Is Increasingly Important In Our Global Economy
  - Sources Of Knowledge Resource In Our Organisation
  - Gaining The Advantage, Managing The Challenges Of Knowledge Management
  - Analysing Your Information Needs
  - Assessment Exercises
- **LEARNING MASTERY FOR SUCCESS**
  - How do people learn?
  - Accelerating learning through understanding your personal learning style
  - A simple Way to understand learning theories for practical application
  - Bringing training needs analysis right to the heart of improving performance
  - D.I.Y method for doing a competency based TNA
  - Application exercises and project assignment

### \* COMPETENCY ELEMENT: APPLY KNOWLEDGE AND SKILLS LEARNT TO THE WORKPLACE

- **TRANSFERABLE SKILLS AND THE CURRENCY OF YOUR JOB**
  - What is transfer of skills and how it affects your job?
  - Applying transfer skills theories to keep oneself current and relevant
  - Planning your own transfer skills event; The three Cs of skills transfer
  - What are transferable skills in the new knowledge economy?
  - Adjusting to a new job
  - Personal Exercises
- **ENABLING LEARNING OPPORTUNITIES**
  - The transition from training into a learning culture
  - Key reasons why transfer of learning fails
  - Being the O.W.N.E.R of one's learning
  - The coaching culture for facilitating learning transfer
  - Role Play

### \* COMPETENCY ELEMENT: RECOGNIZE THE RELEVANCE OF ONE'S WORK AND EMPLOYABILITY IN A GLOBAL CONTEXT

- **MEDIA LITERACY AND EMPLOYABILITY**
  - The news media and its implications to one's employability
  - Types of news media
  - Media relations and its influence on social perception and attitudes
  - Interpreting information of the news media intelligently and profiting from such information
  - The news media and employability exercise

## Programme Outline:

- **YOUR JOB AND THE GLOBAL ENVIRONMENT**
  - Global changes and developments in relation to one's organization and job
  - Think global, act local
  - Strengths, Weakness, Opportunities and Threats(S.W.O.T) analysis for determining relevant change and impact to one's competitiveness and employability
  - The B.R.M approach to capitalize on opportunities and manage threats
  - Development Roadmap for employees in staying knowledge enabled to manage S.W.O.T in a global setting
- **WORKING EFFECTIVELY IN A DIVERSE TEAM**
  - Identifying strengths and weaknesses in your diverse team
  - Crossing cultural boundaries and becoming an effective ally
  - Factors that affect the effectiveness of a diverse team
  - Communicating successfully within a diverse team
  - Experiential exercise: A walk down diversity lane
  - Action tool; Culture and Diversity Issues
- **COMPETENCY ELEMENT; ADAPT TO CHANGE**
  - **THRIVING ON CHANGE IN YOUR WORKPLACE ENVIRONMENT**
    - Change and the new work environment
    - Justifying and identifying the types of change needed in my organization
    - Overcoming resistance to change
    - Managing the stages of change effectively
    - Application tool for managing change
  - **SELF EFFICACY AND CHANGE**
    - The inside out approach to change: Who Am I?
    - How change affects one's self-esteem
    - The ABC approach to self efficacy for managing change
    - The importance of a positive mental attitude
    - Reconstructing our old self
    - Using constructive positive verbal and non-verbal language to build a new you
    - Personal exercises and role plays



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increasing competition in a global environment. Individuals are beginning to realize that to stay relevant in an fast changing workplace, one needs to be able to become a learning individual. Learning begins with the individual, continues to grow via team learning and then translates into a viable, high performing Learning Organization. Supervisors need to be able to promote the need for their team to take responsibility for their personal and professional growth and recognize the impact and importance of applying their knowledge and skills learnt in an ever changing workplace environment. They will also learn skills to help facilitate the availability of learning opportunities and resources at the workplace. Changes that are occurring in a global context which affects the organization's global competitiveness and one's employability will also be explored and supervisors will learn the new mindsets and tools needed for their team to stay productive and relevant. Acquiring the core competencies related to learning and change in a global marketplace is a call of the future that no one can ignore! This workshop starts you on that journey of discovery.

## COMPETENCY REQUIREMENT

**A person competent in the competency requirements should successfully perform the following:**

1. Promote personal and professional growth through lifelong learning opportunities.
2. Facilitate the application of knowledge and skills learnt in the workplace.
3. Analyse employability issues for self and team in a global context
4. Develop the team to adapt to change and diversity.

## This Program Is Recommended For:

**Target Population:** Supervisory staff who need to help their team members be aware of the changing global workplace and the role of learning and personal development as a key enabler to remain relevant and stay employable.

**Methodology :** Case studies, short lecturettes, discussions, structured experience, role play etc. Focus will be centred on real organisational examples to provide for sufficient analysis of existing and best practice. Ample opportunities will also be given to participants to share their own organisation's experience and challenges.

### Assessment:

Formative Assessment will be conducted during class for all participants to qualify for the *Statement of Attainment*. On-Going /Work-based assessment will be implemented\* by Training Vision as a tool to monitor and track Staff Development. The staff will be briefed on the purpose of the various assessments and these assessments will be conducted in a non-threatening manner so as to encourage staff participation and confidence.

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**Participants:** Supervisory staff.

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- \* **PROMOTE PERSONAL AND PROFESSIONAL GROWTH THROUGH LIFELONG LEARNING OPPORTUNITIES**
  - **INFORMATION AND KNOWLEDGE MANAGEMENT**
    - Why Knowledge Is Increasingly Important In Our Global Economy
    - Sources Of Knowledge Resource In Our Organisation
    - Gaining The Advantage, Managing The Challenges Of Knowledge Management
    - Analysing Your Information Needs
    - Facilitate the availability of information resources for the team
    - Assessment Exercises
  - **LEARNING MASTERY FOR SUCCESS**
    - How do people learn?
    - Accelerating learning through understanding your personal learning style
    - A simple Way to understand learning theories for practical application
    - Bringing training needs analysis right to the heart of improving performance
    - D.I.Y method for doing a competency based TNA
    - Application exercises and project assignment
- \* **COMPETENCY ELEMENT: FACILITATE THE APPLICATION OF KNOWLEDGE AND SKILLS LEARNT TO THE WORKPLACE**
  - **TRANSFERABLE SKILLS AND THE CURRENCY OF YOUR JOB**
    - What is transfer of skills and how it affects your team?
    - Applying transfer skills theories to keep oneself and team current and relevant
    - Planning your team and/or own transfer skills event; The three Cs of skills transfer
    - Facilitating a conducive environment for transfer of skills
    - What are transferable skills in the new knowledge economy?
    - Adjusting to a new job
    - Personal Exercises
  - **CREATING A LEARNING CULTURE**
    - The transition from training into a learning culture
    - Key reasons why transfer of learning fails
    - Being the O.W.N.E.R of one's learning
    - Communicating the importance of transfer of skills to your team
    - The coaching culture for facilitating learning transfer
    - The Coaching Process
    - Role Play
- \* **COMPETENCY ELEMENT: ANALYSE EMPLOYABILITY ISSUES FOR SELF AND TEAM IN A GLOBAL CONTEXT**
  - **MEDIA LITERACY AND EMPLOYABILITY**
    - The news media and its implications to one's employability
    - Types of news media
    - Media relations and its influence on social perception and attitudes
    - Interpreting information of the news media intelligently and profiting from such information
    - The news media and employability exercise

## Programme Outline:

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- **YOUR JOB AND THE GLOBAL ENVIRONMENT**
  - Global changes and developments in relation to one's organization and job
  - Think global, act local
  - Strengths, Weakness, Opportunities and Threats(S.W.O.T) analysis for determining relevant change and impact to one's competitiveness and employability
  - The B.R.M approach to capitalize on opportunities and manage threats
  - Development Roadmap for employees in staying knowledge enabled to manage S.W.O.T in a global setting
- **COMPETENCY ELEMENT; DEVELOP THE TEAM TO ADAPT TO CHANGE AND DIVERSITY**
  - **WORK REDESIGN AND STRATEGIES FOR MANAGING CHANGE**
    - Change and the new work environment
    - Justifying and identifying the types of change needed in my organization
    - Change and work redesign at the workplace
    - Tools for effective work redesign
    - Overcoming resistance to change
    - Managing the stages of change effectively
    - Application tool for managing change
  - **GROWING AND DEVELOPING A DIVERSE TEAM**
    - Identifying strengths and weaknesses in your diverse team
    - Managing the stages of your team's development
    - Crossing cultural boundaries and becoming an effective ally
    - Factors that affect the effectiveness of a diverse team
    - Communicating successfully within a diverse team
    - Experiential exercise: A walk down diversity lane
    - Action tool; Communicating To Your Team On Culture and Diversity Issues



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Learning has become a core competency for an organization that is challenged with ongoing changes and increasing competition in a global environment. Organizations are beginning to realize the futility of top down, scientific management and purely financial type of performance management strategies. It has yet been able to put in place an alternative form of management. In this workshop, we break down and address the issue of Learning & Development into a simple concept we call **LITO** i.e. learning begins with the individual, continues to grow via team learning and hence translates into a viable, high performing Learning Organization. We will show you practical framework to make **LITO** work, discuss techniques and tools in attaining the core competencies related to learning and change in a global marketplace. This workshop basically introduces new ways to realize the High Performance organization via **LITO**.

## COMPETENCY REQUIREMENT

A person competent in the competency requirements should successfully perform the following:

1. Facilitate personal and professional growth through lifelong learning opportunities.
2. Develop a Learning Organisation.
3. Evaluate employability issues for self and the organisation in a global context
4. Develop the organization to adapt to change and diversity.

## This Program Is Recommended For:

**Target Population:** Managerial Staff who are interested and involved in bringing about a learning culture as a strategy achieving high performance and staying competitive in a global marketplace

**Methodology :** Case studies, short lecturettes, discussions, structured experience, role play etc. Focus will be centred on real organisational examples to provide for sufficient analysis of existing and best practice. Ample opportunities will also be given to participants to share their own organisation's experience and challenges.

### Assessment:

Formative Assessment will be conducted during class for all participants to qualify for the *Statement of Attainment*. On-Going /Work-based assessment will be implemented\* by Training Vision as a tool to monitor and track Staff Development. The staff will be briefed on the purpose of the various assessments and these assessments will be conducted in a non-threatening manner so as to encourage staff participation and confidence.

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  - Gaining The Advantage, Managing The Challenges Of Knowledge Management
  - Analysing Your Information Needs
  - Assessment Exercises
- **LEARNING MASTERY FOR SUCCESS**
  - How do people learn?
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  - Application exercises and project assignment

### \* COMPETENCY ELEMENT: DEVELOP A LEARNING ORGANISATION

- **WHAT MAKES A LEARNING ORGANISATION?**
  - The definition of the learning organization
  - Developing a learning culture to thrive in an age of change and complexity
  - Key principles of Action Learning
  - Learning organisation in action at the levels of policy and procedures
  - Establishing the right measures to evaluate the outcomes of a learning culture and organisation to achieve high performance
  - Incorporating LITO into the forms and modes of high performance tools, techniques and tactics
  - Experiential Exercise: The World's Greatest Toy Factory
- **ENABLING LEARNING OPPORTUNITIES**
  - The transition from training into a learning culture
  - Key reasons why transfer of learning fails
  - The coaching culture for facilitating learning transfer
  - What is Knowledge Management?
  - Developing a Knowledge Management infrastructure for enabling a sharing and learning workforce
  - Communication and implementation plan for Knowledge Management

### \* COMPETENCY ELEMENT: EVALUATE THE EMPLOYABILITY ISSUES FOR SELF AND THE ORGANISATION IN A GLOBAL CONTEXT

- **MEDIA LITERACY AND EMPLOYABILITY**
  - The news media and its implications to one's employability
  - How external and internal developments affect social perceptions and attitudes
  - Media relations and its influence on social perception and attitudes
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- Developing the Communication Roadmap for employees in staying knowledge enabled to manage S.W.O.T in a global setting

\* **COMPETENCY ELEMENT; DEVELOP THE ORGANISATION TO ADAPT TO CHANGE AND DIVERSITY**

- **THRIVING ON CHANGE IN A GLOBAL ENVIRONMENT**

- Change and the new work environment
- Justifying and identifying the types of change needed in my organization
- Overcoming resistance to change through the S.A.N.D.P.I.T method
- Managing the stages of change effectively
- Application tool for managing change

- **DEVELOPING EFFECTIVE STRATEGIES FOR MANAGING CHANGE**

- Framework for mapping out your organization's change approach and strategy
- Application tool for using the respective change strategies
- Resourcing change effectively
- Training and development as a tool for enabling change
- Establishing effective policies and training to enable successful change management
- Assessing the effectiveness of your organization's current policies

- **GROWING AND DEVELOPING A DIVERSE TEAM**

- Crossing cultural boundaries and becoming an effective ally
- Approaches for developing an organisational climate for developing a highly synergistic and diverse team
- Communicating successfully within a diverse team
- Developing effective strategies, systems and structures for effective diversity management: A Communication Roadmap
- Experiential exercise: A walk down diversity lane