

EDGE WSQ: Solve Problems and Make Decisions at Managerial Level (ES-ACE-402G-1)

Participants will be awarded the **Statement of Attainment** upon successful completion of the course.

Course Objective

On completion of this unit, the learner will be able to:

- ◆ Identify/ examine causes of performance deficiency and their impact on organizational-related aspect
- ◆ Identify root cause(s) and using appropriate problem solving and decision making techniques and tools

Target Audience

Those responsible for the operation and performance of an organisational unit.

Course Outline

- ◆ Collect relevant and current information on organisational performance standards and quality control policies
- ◆ Identify the type(s) of performance deficiency and examine the cause(s) and their impact on organisation-related aspects
- ◆ Identify the root cause(s) of the problem(s) with team members using appropriate group facilitation techniques
- ◆ Generate creative ideas in a team based on the three time horizons of short range, intermediate range and long range planning using appropriate idea generation and group facilitation techniques
- ◆ Shortlist the most viable ideas based on a set of pertinent criteria using appropriate problem-solving and decision making techniques and tools
- ◆ Evaluate the impact of shortlisted ideas using appropriate problem-solving and decision making techniques and tools
- ◆ Determine a preferred solution using appropriate methods and draw up an implementation plan to implement the solution
- ◆ Evaluate the effectiveness of the implemented solution and implementation plan
- ◆ Develop a corrective action plan for any shortfall(s) identified in the implemented solution and conduct a follow up review of modification(s) made
- ◆ Formalise implemented solution

Methodology

Simulated Activities, Case Studies, Short Lectures, Group Discussions, Self-reflections and Written Assessment.

Date	5 & 12 April 2019
Duration	2 days, 9am to 6pm (16 hours)
Course Venue	PMAS Academy Print Media Hub @ Paya Lebar iPark 61 Tai Seng Avenue #05-14 Singapore 534167

- 50% Course Fee Subsidy, cap at \$15/hr
- 90% Course Fee Subsidy, cap at \$50/hr for SMEs / Singaporean aged ≥ 40 yrs
- 95% WTS funding
- * Absentee payroll is applicable

	SCs/ PRs	SMEs/ SCs ≥ 40 yrs	WTS
Full fee (include 7% GST)	\$481.50		
Training grant	\$225.00	\$405.00	\$427.50
Amount payable after training grant (inclusive 7% GST)	\$256.50	\$76.50	\$54.00

Absentee Payroll : 80% of hourly basic salary, capped at \$4.50 per hour

For SMEs, Enhanced absentee payroll funding available at 80% of hourly basic salary capped at \$7.50/hr

*SMEs are defined as companies with
(i) at least 30% local shareholding; AND
(ii) Group annual sales turnover of not more than \$100 million OR Group employment size of not more than 200 employees.

Workfare Training Support Scheme:

Singapore Citizens aged ≥ 35 years & earning ≤ \$2,000/month are eligible for 95% course fee subsidy. Companies can also apply for absentee payroll at 95% of hourly basic salary.

Funding Eligibility

In order to enjoy the funding, participants need to fulfill the following requirements:

1. Singapore Citizens or Permanent Residents (PR) of Singapore
2. Attain at least 75% course attendance
3. Successfully complete assessment & certified as competent
4. Participant has not enjoyed funding for the same course before
5. For company-sponsored participants, training is fully sponsored by companies, which are registered or incorporated in Singapore

Companies are to submit application via www.skillsconnect.gov.sg to enjoy the funding

You may go to the following link: <http://bit.ly/2BHOYIB> to register!

Enquiries:
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