

FACILITATE INNOVATION AND LEAD TEAM LEADERS TO IMPLEMENT CHANGE

(Also known as Manage Change)

LPM – WSQ LEVEL 4
Department Manager, Manager
Duration: 2 days (16 hrs)

INTRODUCTION

In the increasingly complex business world, companies have to rapidly adapt in cost efficient manner in response to the changing operating environment and customer behavior. A company's agility is its ability to respond to external changes without losing completely their relevance and value propositions. This agility goes beyond strategic intent but also into implementation effectiveness. Implementation effectiveness would require leaders to exercise flexibility, adaptability in response to situations while leading teams to implement the changes.

This program 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 program 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 who has potential to play the role of a Change Agent or to Lead Change within the organization.

WSQ PROFESSIONAL DIPLOMA IN LEADERSHIP AND PEOPLE MANAGEMENT

Learners who are certified 'Competent' at the end of the course will receive a Statement of Attainment (SOA) under the WSQ LPM framework. There are six Competency Units (CUs) within Level 4 under the LPM framework, namely Facilitate Innovation and Lead Team Leaders to Implement Change, Develop Self to Maintain Professional Competence at Managerial Level, Cultivate Workplace Relationships and Diversity, Lead Team Leaders to Develop Business Strategies and Governance Management, Monitor and Reward Performance Across Teams to Manage Achievement of Results, and Develop Team Leaders through Capability Development and Coaching. Learners will be able to attain the **WSQ Professional Diploma in Leadership and People Management** once they have attained the SOAs for all six CUs above and SOAs for two elective CUs (WSQ Levels 3-5).

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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

TRAINING METHODOLOGY

The program will include presentation, E-Learning, role plays and various learning activities to achieve optimal learning results.

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COURSE FEES & FUNDING DETAILS

Full Course Fee : \$650.00

* All course fees are subject to prevailing GST based on full course fee

Funding Categories	(A) Course Fee after Subsidy	(B) Absentee Payroll	(C) Absentee Payroll (WTS)	(A-B) Nett Investment
Small Medium Enterprise (SMEs)	\$65.00	\$120.00	95% of hourly basic salary	-\$55.00
Non-SMEs	\$410.00	\$72.00		\$338.00
Singaporeans aged 40 & above working in Non-SMEs	\$65.00	\$72.00		-\$7.00
Self-Sponsored Singaporeans aged 40 & above	\$65.00	NA	NA	\$65.00
Self-Sponsored Singaporeans aged below 40 and PRs	\$410.00	NA	NA	\$410.00
WTS	\$32.50	NA	NA	\$32.50
Foreigners	\$650.00	NA	NA	\$650.00

CONTACT US

Please feel free to contact us should you have any enquiries on the funding:
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