

WSQ EMPLOYABILITY SKILLS
SOLVE PROBLEMS AND MAKE DECISIONS
AT THE SUPERVISORY LEVEL (LEVEL 3)

(This course is conducted in partnership with Eagle Infotech Consultants)

COURSE OUTLINES

- Identify symptom(s) that could lead to potential problem(s) at the workplace
- Apply logical deduction to anticipate and detect problem(s) at the workplace based on symptom(s) and relevant information gathered
- Analyse relevant information surrounding the perceived problem(s) and identify the exact problem using elimination process, objective reasoning or process questioning
- Analyse the root cause(s) of the problem(s) at the workplace using appropriate problem-solving tools and techniques
- Facilitate generation of solutions to solve problem(s) by encouraging creativity among team members
- Select a solution among the shortlisted ones collectively with team members using appropriate evaluative technique(s) and criteria
- Develop an implementation plan that addresses the root cause(s) of the problem(s) and consider the impact to self and team
- Evaluate the effectiveness of the implemented solution and implementation plan by analysing feedback gathered from relevant sources
- Formulate and execute modifications to restore and/or enhance effectiveness of implemented solution and implementation plan
- Review the effectiveness of modifications made and analyse learning points and best practices that can be used for future reference

COURSE OBJECTIVES

At the end of the programme, participants will be able to:

- Acquire the skills to work with a team of subordinates in practising problem solving and decision making which includes:
 - Anticipating and identifying potential problems
 - Facilitating team's effort to resolve the problems
 - Making appropriate decisions and seeing implementation plans through

BUSINESS FUTURE

C O N S U L T I N G

LEARNING METHODOLOGY

Hands-on exercises, group discussions & presentation, case studies, facilitation & sharing.

DURATION

2 days (16 hours)

TARGET PARTICIPANTS

This programme is targeted at front-line workers, staff in supervising roles or individuals in professional/talent positions with supervisory responsibilities and the self-employed who have to:

- Work with others on a daily basis
- Join a task force at short notice to handle specific tasks within the enterprise
- Take responsibility for specific workplace resources usually related to and organisational sub-set of functions
- Exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organisational goals.

ASSESSMENT

Participants are required to undertake assessments which may take the form of:

- Learning journal
- Role-play
- Oral question

Participants who fulfill all requirements will receive a Statement of Attainment (SOA) issued by the Singapore Workforce Development Agency (WDA).

Enquiries on Course Fee Subsidy and Absentee Payroll Funding, please contact us at

Tel : 6749 9828 Email : enquiries@businessfuture.com.sg