

WSQ EMPLOYABILITY SKILLS
SOLVE PROBLEMS AND MAKE DECISIONS
AT THE OPERATIONS LEVEL (LEVEL 1)

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

COURSE OUTLINES

- Recognise symptom(s) that could lead to potential problem(s) at the workplace
- Identify deviations from organisational norm and SOPs based on symptom(s) identified
- Identify the possible root cause(s) of the problem(s) using appropriate tools and techniques
- Identify impact of the problem(s) on one's job responsibilities and other parties involved
- Generate and select ideas to solve the problem using creative and logical thinking
- Evaluate selected ideas using pertinent criteria and choose the most desirable one(s) as solution(s) to the problem(s)
- Develop an action plan for implementation of the chosen solution(s)
- Communicate chosen solution(s) and action plan to relevant parties using suitable mode(s) of communication
- Evaluate the effectiveness of the implemented solution(s) and action plan and initiate corrective actions where necessary
- Identify preventive measure(s) to avoid recurrence of similar problem(s) in the future

COURSE OBJECTIVES

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

Acquire the techniques in problem solving and decision making, including proactively identifying root causes to a problem, generating and evaluating alternative solutions, making appropriate decisions, and taking responsibility for the decisions within own circle of influence.

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

A person with no supervisory responsibilities for others and who work under direction to perform a specific set of work activities. S/He 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