



# ACE YOUR TEAM SETUP & PERFORMANCE

(TSC Title / Unit Code: People and Relationship Management / RET-CEX-4004-1.1 / TGS-2021010207)

**Duration:**  
**15.25 Hours**

## Overview

Henry Ford once said, "If everyone is moving forward together, then success takes care of itself." In this course, you will learn exactly how to do that by optimizing your manpower talents for maximum results, which is crucial for business survival in this era of rampant and dynamic changes.

The internet, social media, artificial intelligence, augmented realities, unmanned aerial vehicles are not new to us now. But just a decade ago, we probably have very little ideas about them. Have you realized how fast change is happening in this VUCA (volatile, uncertain, complex and ambiguous) environment? Working from home was just a pipe dream a couple of years back for most employees but out of the blue COVID struck and it became the new normal almost immediately.

Learn how to plan, strategize and optimise your workforce so they can be ready now and future ready. You will get exposed to powerful, leading management concepts in measuring performance via the balanced scorecard, analyse competencies gaps for development, drive productivity, leverage off established motivation concepts in the field of psychology to drive and sustain change, and use storytelling techniques to engage your listeners.

Best of all you will do all this while having immense fun. This highly interactive, experiential and engaging workshop will bring you through a learning adventure consisting of brain teasers, puzzles, cases studies, discussions and even role plays, role reversal and escape room activities.

At the end of 2 days, you will garner the necessary and fundamental knowledge, skills and techniques to develop, influence and ace your team for performance and service excellence and wish it isn't over yet.

## Outline

The session is adapted from the framework of an organizational program on analysing information and result, communicating them to stakeholder and identifying service gaps to cover a range of topics which **can possibly include but is not limited to the following:**

- ◆ Manpower Optimization
- ◆ Evaluating Performance
- ◆ Getting Performance Data
- ◆ Job & Competency Analysis
- ◆ Change Communication Strategies
- ◆ Driving Change Management Meetings
- ◆ Explaining Change Management
- ◆ Driving Productivity Improvements
- ◆ Sustaining Change Management
- ◆ Celebrating Success!

	Self-Sponsored (SkillsFuture / PSEA Claimable) NTUC UTAP Claimable (Members Only)		Company-Sponsored		
	Singaporeans (Age 21-39 years old) & PRs (Age 21 & above)	Singaporeans (Age 40 years & above)	SME (Singaporeans & PRs aged 21 years & above)	MNC (Singaporeans aged 21-39 & PRs aged 21 & above)	MNC (Singaporeans aged 40 & above)
Full Course Fees	\$600	\$600	\$600	\$600	\$600
SSG Funding	50% of course fees	70% of course fees	70% of course fees	50% of course fees	70% of course fees
Nett Fees incl. 8% GST	\$348	\$228	\$228	\$348	\$228
Absentee Payroll Claimable	Not Applicable		Up to \$4.50 per hour		

SME - Small Medium Enterprise, MNC - Multinational Corporation