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LEARNING  
SYMPOSIUM

## Session 2.6 and 3.6 Deconstructing Workplace Learning DNA

Members of Learning Enterprise Alliance (LEA)  
1 November 2018

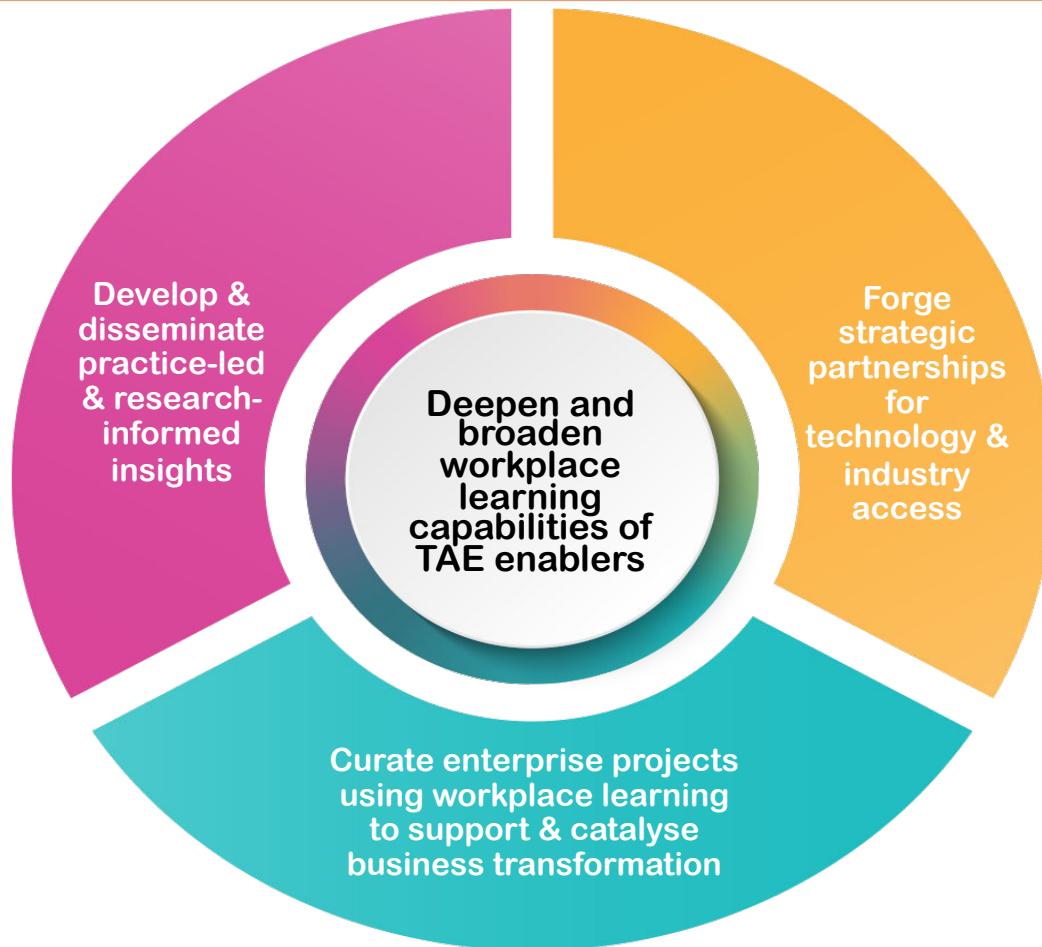
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 **LEARNING  
@WORK**



CENTRE FOR  
HEALTHCARE  
INNOVATION®



老板联谊会  
THE BOSSES NETWORK



Institute of Technical Education

SINGAPORE  
POLYTECHNIC | **SP**



SINGAPORE  
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TECHNOLOGY

# Learning Enterprise Alliance (LEA)



## *A capability- building ecosystem*

### Enterprises

- Access **knowledge network** through participation in Roundtables & masterclasses
- **Consultancy resources** for bespoke **integrated performance** solutions
- **Benchmarking** for enhanced employer value

### IAL

- **Deepen and broaden capabilities** of TAE practitioners through **curated projects** exploiting workplace learning for **higher strategic impact** (ie. work & workplace level)
- Harvest **insights** to inform **capability building design** & **SSG policy making**

### Other SkillsFuture Advocates / Enablers

- Tap on **upskilled CWLS** as SkillsFuture Enterprise enablers (eg. SNEF, NACE)
- GPTL enterprises can form **quality-assured** target pool for:
  - participation in work-learn programmes
  - light-touch accreditation for WSQ ATO
  - SkillsFuture Employer award



**MICROCAST**



# Learning Enterprise Alliance 2018

home fix



\* LEA pilot was launched on 26 Jul 2018 and will be completed by 31 Mar 2019



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# All Saints Home

Tan Lai Suan

*Director of Nursing*



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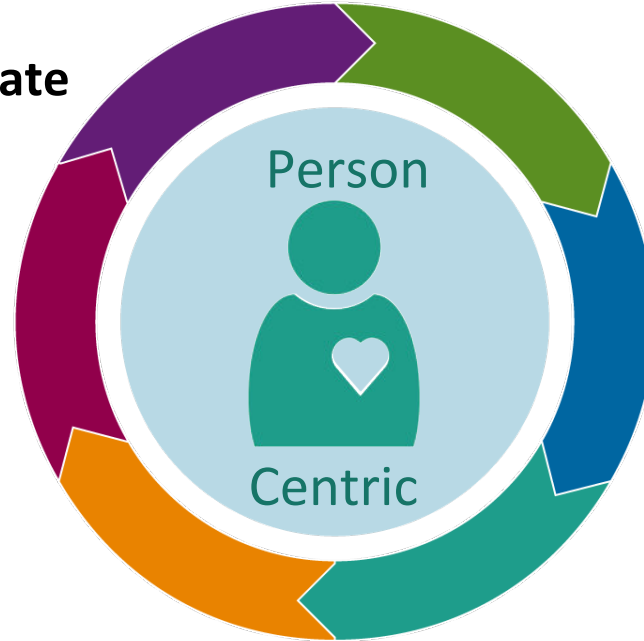
Developing a  
Learning@Work  
Culture



Patient  
Centric

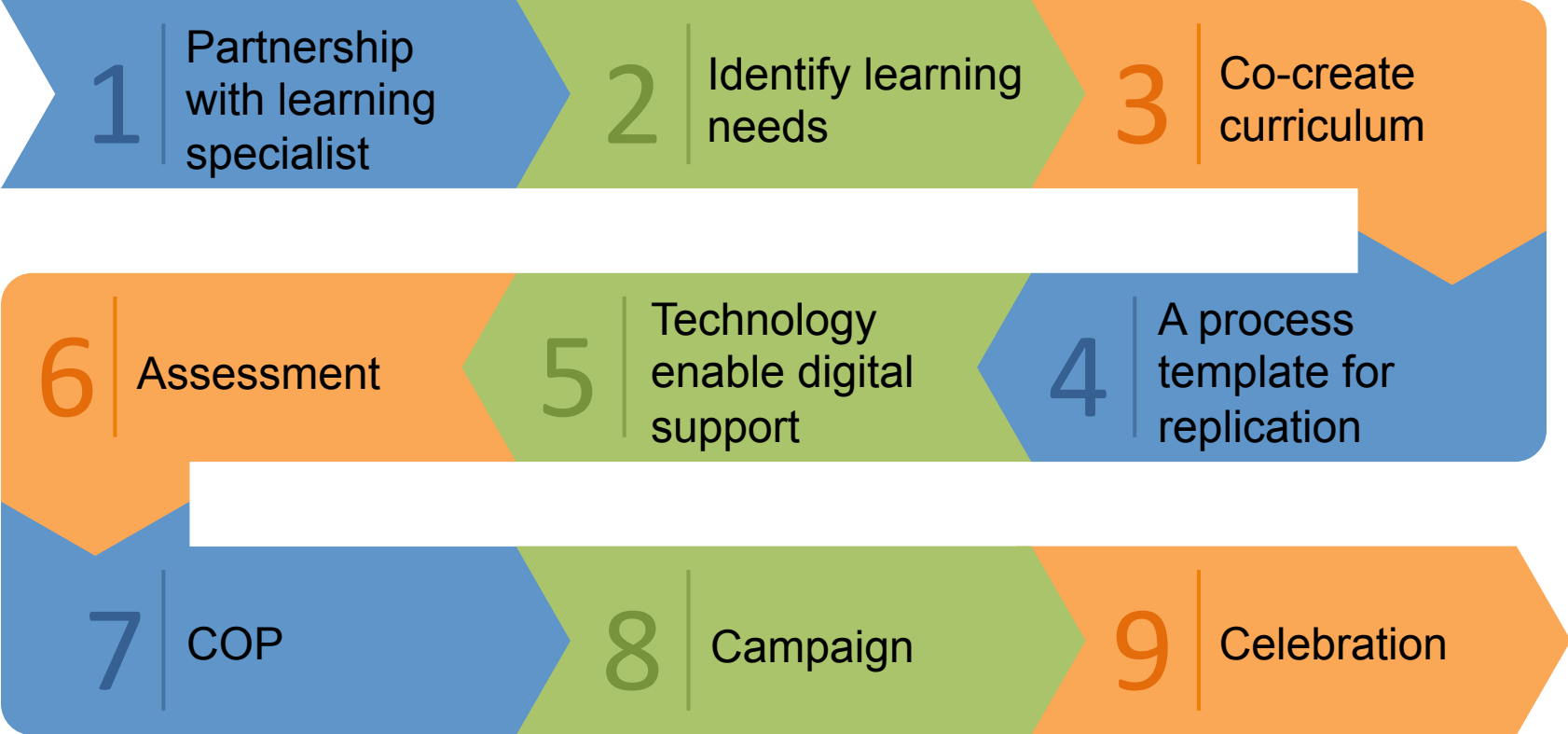


Increase the rate  
of Learning



Gain insights  
from  
productive  
failures

Consistent Training in a  
multi-nationality  
workforce



## Next Frontier of Learning@Work – Tips & Strategies







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## Home-Fix D.I.Y Pte Ltd

Juliana Jalil  
Learning & Development Manager



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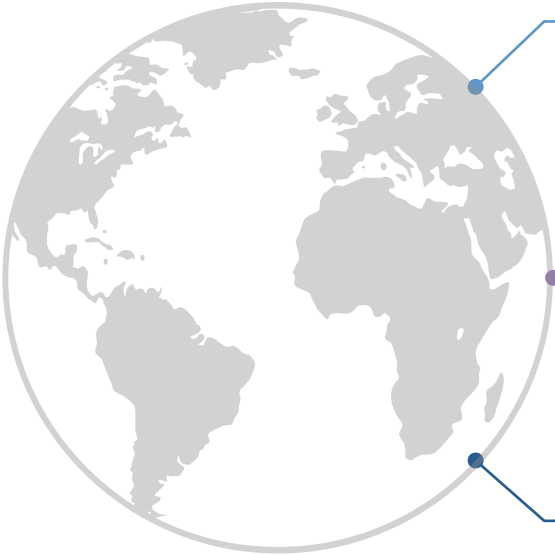
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## Developing a Learning@Work Culture

Traditional Singapore retail stores are struggling to keep themselves afloat, especially with these triple threat



**Rising Costs**  
Infrastructural



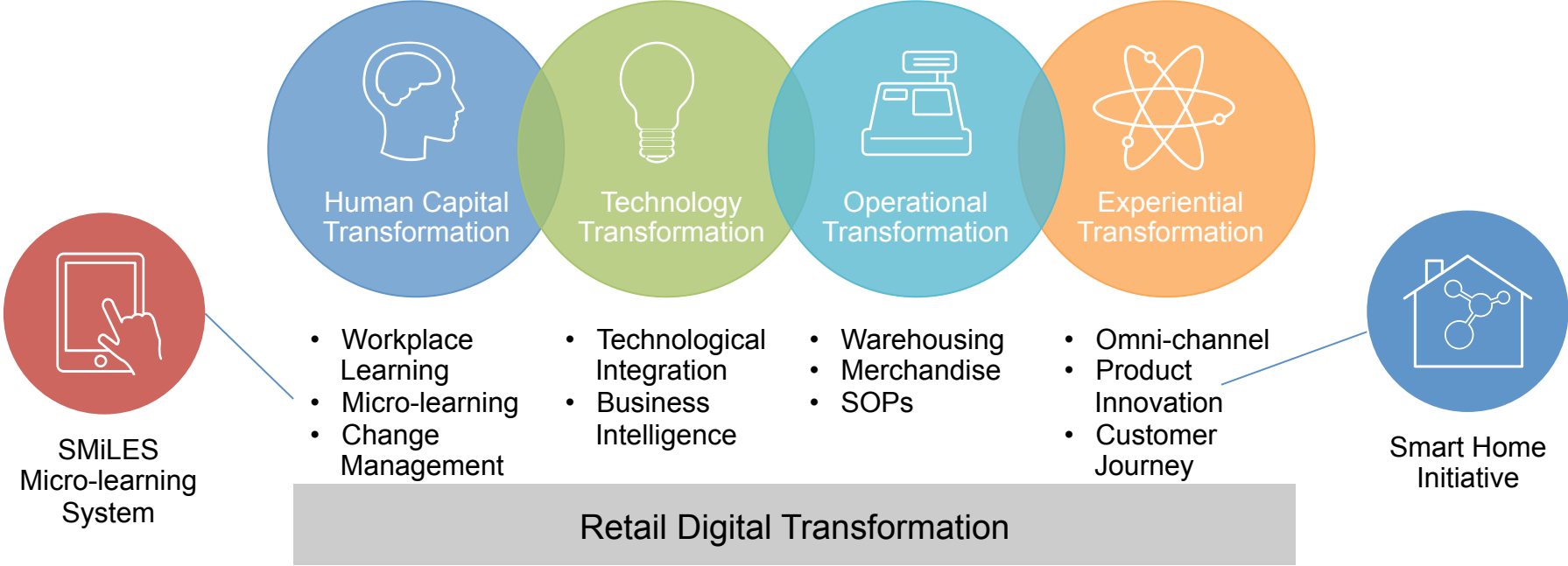
**Declining Sales**  
Customer Journey



**Industry Disruption**  
e-Commerce



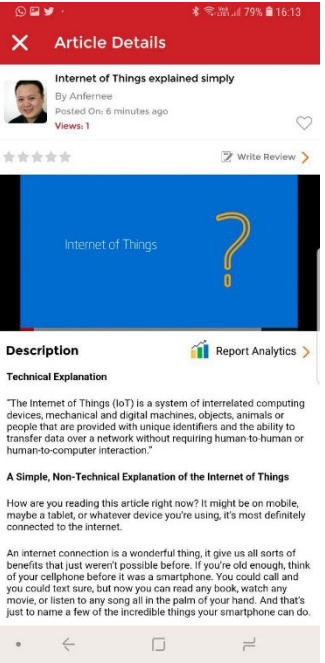
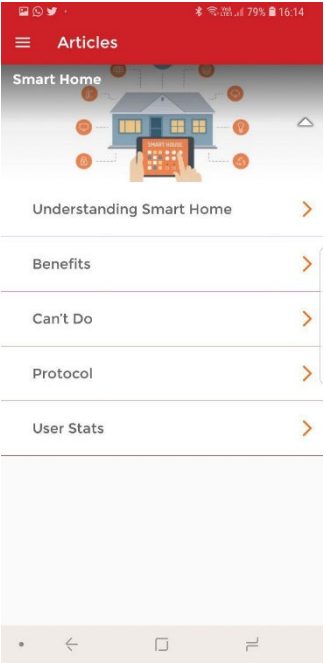
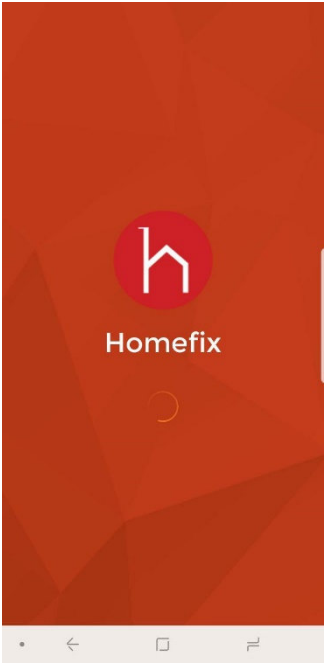
## Developing a Learning@Work Culture





## Next Frontier of Learning@Work – Tips & Strategies







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## Kwong Wai Shiu Hospital

William Loh  
Senior Manager  
Learning & Organisational  
Development



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## Impetus to Develop a Learning@Work Culture



**To Build  
Critical Thinking  
Competencies so that our  
nurses are capable of  
exercising Initiatives with  
confidence and  
professionalism**



## Developing a Learning@Work Culture

### A Professional Nurse with Clear thoughts, Clear Communications, Accurate and Logical Judgements



documented, prestigious individuals attain influence not through fear, but wisdom.

They seek to inspire those around them not via threats, but persuasion. The basic idea is others are more likely to listen to what they have to say if they are convinced they have something to learn.

Gareth Southgate, it seems to me,

*Extracted from the Straits Times  
18 Oct 18, "Southgate's Coaching  
gives players room for thought"*

*There is a general tendency for our nurses to be complacent and they carry out the routine work without thinking about the purpose. At times, we do not even know we have made a mistake, and keep making the same mistakes. When they encounter situations or issues at work, they tend to seek their supervisors for assistance instead of logically and accurately come up with a timely decision or action.*

*Ms Jessie Chang,  
Director of Nursing  
Kwong Wai Shiu Hospital*





## Strategic Approaches

- Attributes
- Precise
  - Complete
  - Logical
  - Accurate
  - Clear
  - Fair

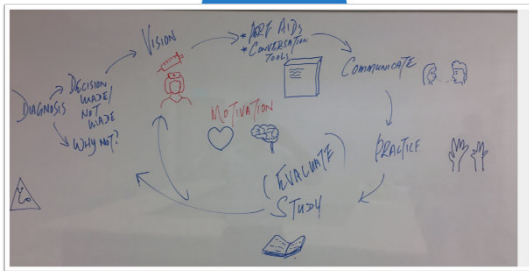
- “Thinking Skills
- Interpreting
  - Analysing
  - Evaluating
  - Explaining
  - Self Regulating



**Work :** Thinking Nurse to Implement Quality Improvement Project

**Work Place (i.e. Wards):** Leadership Team to provide opportunities for Senior Nurses to practice “Thinking”

**World(i.e. Hospital) :** Organization to provide rewards and incentives for becoming “Thinking” Nurse



- Embrace Digital tools to Learn & Share Knowledge
- Wevideo
  - Teleprompter
  - Mentimeter
  - Wix and etc

- Ask questions to self-regulate our thinking:
- What ?
  - So What ?
  - Now What ?



## Deliverables & Outcomes

Go to [www.menti.com](https://www.menti.com) and use the code 95 33 28  
Live Survey: Thinking Nurse Poster and Video



Key Attributes of Thinking Nurse



Thinking Nurse Posters



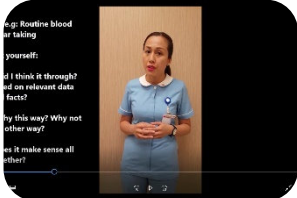
Critical Thinking Toolkits



Thinking Moments at Work



Higher Confidence and Capabilities in Resolving Issues



Learn & Share at Work (Videos)



**THINKING  
NURSE  
LOGICAL**



## Community Training Institute

15/06/18 Training centre for community care workers launched at Kwong Wai Shui Hospital, Singapore News & Top Stories - The Straits Times



### Training centre for community care workers launched at Kwong Wai Shui Hospital



Principal physiotherapist Margaret Goh (left) guiding a trainee during a lesson on transferring a patient from the bed to a wheelchair at Kwong Wai Shui Hospital's Community Training Institute. ST PHOTO: CHONG JUN LANG

PUBLISHED SEP 7, 2018, 12:15 PM SGT | UPDATED SEP 7, 2018, 4:24 PM  
<https://www.straitsimes.com/singapore/training-centre-for-community-care-sector-workers-launched-at-kwong-wai-shui-hospital>



Scan the QR code for more details of Kwong Wai Shui Hospital, our training institute and courses



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## Farrer Park Hospital

Jeethu Syriac  
Head of Human Resource



Christina Wong  
Managing Director  
DSI Academy Pte Ltd



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## Vision & Mission

### Vision

Caring through  
Fresh Solutions  
and Fair Value

### Mission

Fairness in  
Healthcare

## Our Core Values

**Fairness**  
Free from self-interest  
and prejudice

**Comfort**  
Ease, well-being and  
overall satisfaction

**Value**  
Commit to stakeholders  
wholeheartedly

## Training & Development 3 Year Roadmap for All Staff

### Year 2016

- Farrer Service Mindset
- Develop professional competency for service excellence

1

### Year 2017

- Establish Relationships for Customer Confidence
- Innovation : Turning Ideas into Gold

2

### Year 2018

- Coach for Service Performance

3

— Award Winning Hospital —

CLINICAL  
EXCELLENCE



Cardiology Service Provider  
of the Year in Asia Pacific



Leading Hospital for  
Cardiovascular Care



Oncology Service  
Provider of the Year

EMPLOYEE ENGAGEMENT &  
DEVELOPMENT



1. Employer Engagement & Alignment  
and Using Digital Media in HR
2. Recruitment & Selection  
and Workplace Safety & Health



Best HR Transformation  
Through Technology



HRD Asia Hot List 2018



1. CEO of the Year 2017
2. 50 Most Talented Healthcare  
Leaders of Asia 2016



Employee Engagement of the Year –  
Health Products & Services



Asian Hospital  
Management  
Awards 2017

Talent Development



Best Recruitment  
Evaluation Technique



Excellence in Training  
and Development



Most Viewed CEOs on  
LinkedIn in Singapore 2017

TECHNOLOGY  
& INNOVATION



Smart Hospital of the Year  
in Asia Pacific 2017 & 2018



Excellence in  
Disruptive Technologies



Asian Hospital  
Management Awards

1. Marketing, PR or Online Presence
2. Innovations in Healthcare IT



Enterprise Innovators – Healthcare  
2016 & 2017



Healthcare & Pharmaceutical  
Leading Experts Awards

OPERATIONS &  
SERVICE EXCELLENCE



2 Gold & 37 Silver  
Award Winners



Top 10 APAC Startups  
in Healthcare 2017



Best Integrated Healthcare  
& Wellness Complex



2017 Asia Pacific Hospital of  
the Year in Patient Experience



Friend of the Arts



Best Corporate  
Healthcare Provider



Best New Hospital  
of the Year in Asia Pacific



1. Best Home Care Operator
2. Best Hospitality of Care



2017 Asia Pacific Hospital of  
the Year in Patient Experience





## Next Frontier of Learning@Work

- Select, Identify Service Champions
- Develop & Equip Service Champion with Coaching for Service Performance Training
- Develop Service Standards for Service Champion to Coach
- Specialist to Coach the Coachee, Observe Service Champions and Give Feedback





## Coach on Coach



Service Champion  
coaching coachee



WL Specialist  
observing  
coaching session



WL Specialist giving  
feedback to the  
Service Champion



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## Aegis Building & Engineering Pte Ltd

Mr Yeong Wai Teck  
Founder and  
Managing Director



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## Developing a Learning@Work Culture

### About Us

- Established in 2002. Leader in planned maintenance for hotel industry and supply of skilled tradesman.
- Excellence in providing the best conservation, maintenance and repair services for buildings has earned us unrivalled reputation in the industry and made us a clear leader in the field.
- Core values

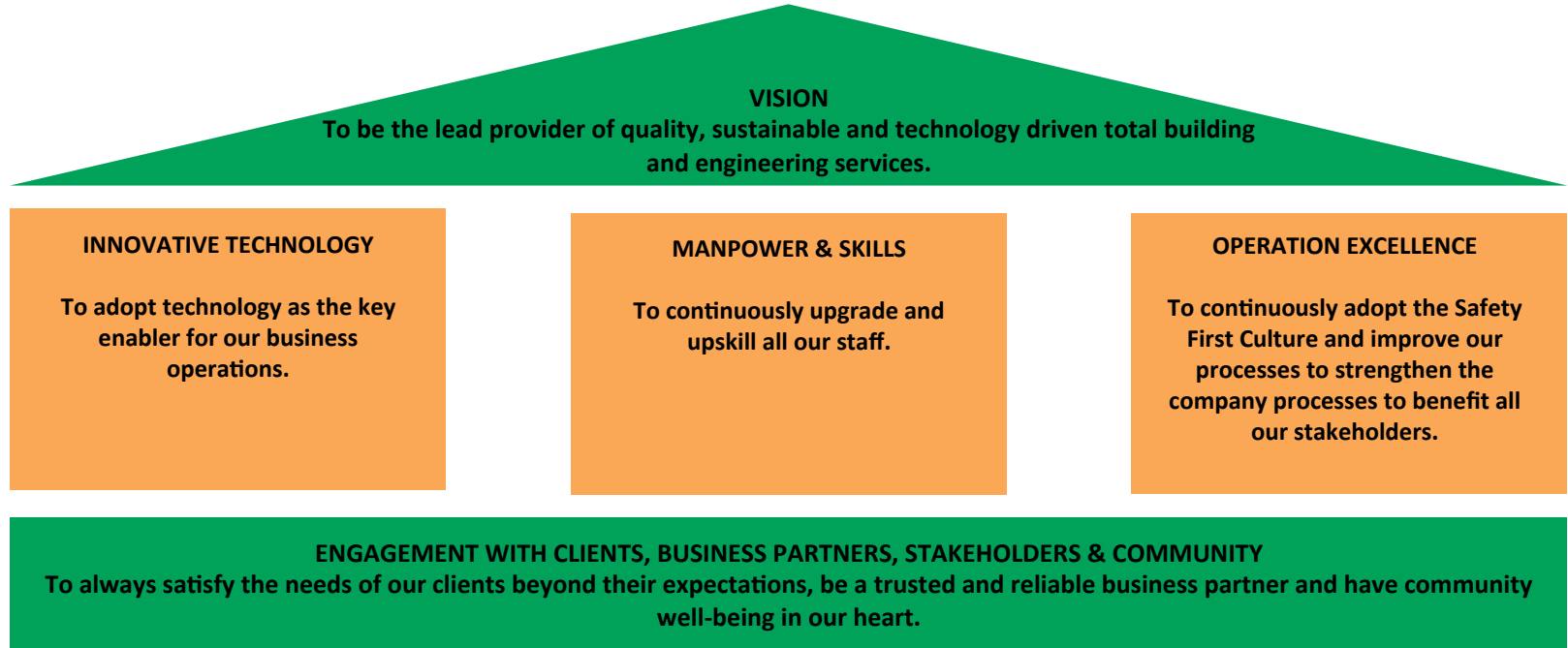
**Aegis**

Accountability, Excellence, Green Approach, Innovative & Safety



## Developing a Learning@Work Culture

### Innovate, Optimise and Build Our Workforce





## Next Frontier of Learning@Work – Tips & Strategies

### Strengthening Our Core Skills for Aegis Workforce

- Certified COJTC on 1 January 2018
  - Apply Paint
  - Apply Silicone Sealant
  - Fill Grout
- In-House ATO in September 2018
  - WSQ Service Excellence
  - WSQ Workplace Safety and Health (Work in progress)





## Next Frontier of Learning@Work – Tips & Strategies

### Transforming Lives for People with Special Needs



MOU on 19 July 2018



## Next Frontier of Learning@Work – Tips & Strategies

**Making the Training Real!**



**Mock-up Hotel Room at APSN Centre For Adults (CFA)**





## Next Frontier of Learning@Work – Tips & Strategies

Look. Think. Try.



Classroom Hands-on



## Next Frontier of Learning@Work – Tips & Strategies

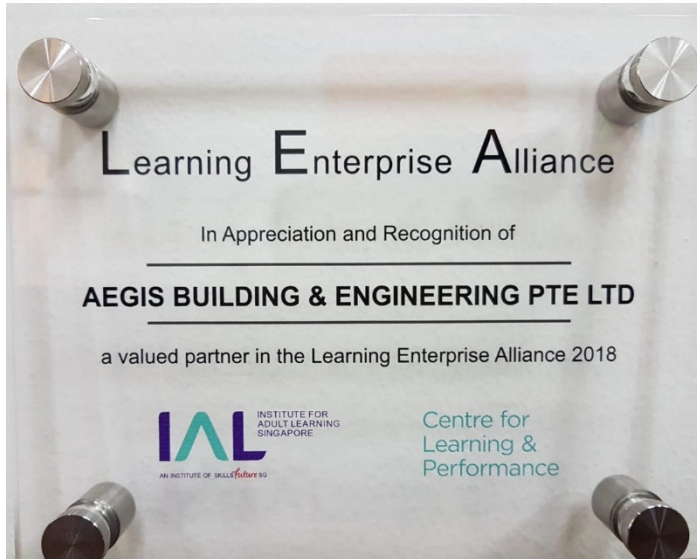
### Minister Visit





## Next Frontier of Learning@Work – Tips & Strategies

### Strengthening Our Foundation





## Next Frontier of Learning@Work – Tips & Strategies

### Progressive and On-the-Job Training to Prepare the Trainees


- Improve the current OJT system to support the skills development of staff, with focus on the special needs trainees from Association for Persons with Special Needs (APSN)
- Develop learning aids to support the Chargehands to guide and coach the staff with special needs
- Progressive training
  - Phase 1: Classroom hands-on
  - Phase 2: Progressive on-the-job training in hotel, starting from 1 day per week to 3 days per week
  - Phase 3: Full-time employment in hotel



## Next Frontier of Learning@Work – Tips & Strategies


### The Learning Solution

- Job Role
  - Planned Maintenance Technician
- Learning Aids include
  - Visuals with step-by-step guide
  - Videos
- Familiarisation session with Supervisors and Chargehands on the use of learning aids
- Learning aids made available through smartphone




### Learning Guide for Learning Aids


- Objective of the learning aids
  - The learning aids are visual documents to guide the trainees in performing the three main tasks in planned maintenance: **Apply Paint**, **Apply Silicone Sealant** and **Fill Grout**
  - The learning aids can be used by the trainees for revision and references to improve in performing the tasks.
  - When there is a communication breakdown in performing the tasks, the Supervisors and Chargehands can use these learning aids to help in communication with the trainees.



- Each learning aid will list down the following contents:
  - Personal Protective Equipment (PPE)
  - Resources
  - Steps to perform the task
  - Video on the task



- The learning aids will be listed at [www.aegis-be.com.sg/ait](http://www.aegis-be.com.sg/ait). The learning aids are designed to be accessed anytime and anywhere by the Supervisors, Chargehands and trainees through their mobile phone. The Operation Executive will create the icon on their mobile phone so that they can click on the icon to access the learning aids.



For information on the Learning Aids, please contact:  
Helmy (9069 2140) or Faizal (9061 7414)



## Next Frontier of Learning@Work – Tips & Strategies

### Our Graduates

- First batch of three trainees are deployed to Shangri-la Hotel and Singapore Marriott Tang Plaza Hotel from October 2018.





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# Panel Discussion

With Ms Lai Poi Shan  
Centre Head, CLaP

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# Panel with Ms Lai Poishan



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Tan Lai Suan  
*All Saints Home*



Juliana Jalil  
Home-Fix D.I.Y



William Loh  
Kwong Wai Shiu  
Hospital



Jeethu Syriac  
Farrer Park Hospital



Yeong Wai Teck  
Aegis Building &  
Engineering



Jessica Dang



Anfernee Tan



Low Yee Chang



Christina Wong



Kris Loy