

Future of Work • Future of Learning

3 - 4 November 2016



Career Development Interventions for retrenched PMETs in a VUCA economy



VUCA environment and its impact on PMETS

The 'good old days' in Singapore...

- What was it like in the 80s and 90s?

How was the economy faring?

- Economic growth – 5% to 7%
- Economic Cycle longer and even predictable

Job market for PMETs?

- Degree = Success in life
- Concept of iron rice bowl



Singapore's economic landscape today

Singapore is a global financial, technology and transport hub

- GDP per capita is one of the highest in the world (US \$56,700)

An open, trade-oriented economy

- easily affected by global impacts → external

Singapore in process of restructuring its economy → internal

- Lessen dependence on foreign workforce
- Drive to increase Productivity

Economic environment

- Volatile, Uncertain, Complex and Ambiguous



VUCA Economy

Volatile and Uncertain

- Brexit and its impact on EU
- US Presidential Election and its global impact

Complex and Ambiguous

- Strong Singapore Currency

Pros

- Higher purchasing power

Cons

- Direct impact on operational and manpower costs
- Impact companies decision to maintain presence in Singapore
(Oil-gas and marine MNCs relocating due to high operation / manpower costs)



VUCA environment and its impact on PMETs

Singaporean PMETS generally adapting well

- Unemployment – 3.0%
- Re-entry rate – > 50%
- Jobsbank – 65,000 jobs

Focus on vulnerable PMETs

- Impacted through retrenchments
 - Return to the workforce
 - Transit a new career
 - Start a business
- Sandwiched class
 - Commitments to maintain
 - Specialised in certain skills /expertise



Andrew Er, MA, GCDF, CPRW, JCTC



- WSG Career Coach (2011 – Present)
- WSG Pioneer CoP Committee
- Learning@WSG Movement ambassador 2015 - 2016
- WSG Recruitment Ambassador 2013



- Member of NCDA, APCDA and PARW/CC
- Giocareers Career Activist



- Global Career Development Facilitator and Career Counsellor
- Certified Job and Career Transition Coach (JCTC)
- Certified Professional Resume Writer (CPRW)
- Certified in Strong Interest Inventory®



- Master of Counselling
- Bachelor of Science (Honours) in Management



- PS21 Distinguished Star Service Award 2016
- WSG Values Award 2015
- Excellent Service Gold Award 2013
- WSG Great Services Award and WSQ Service Excellence 2012

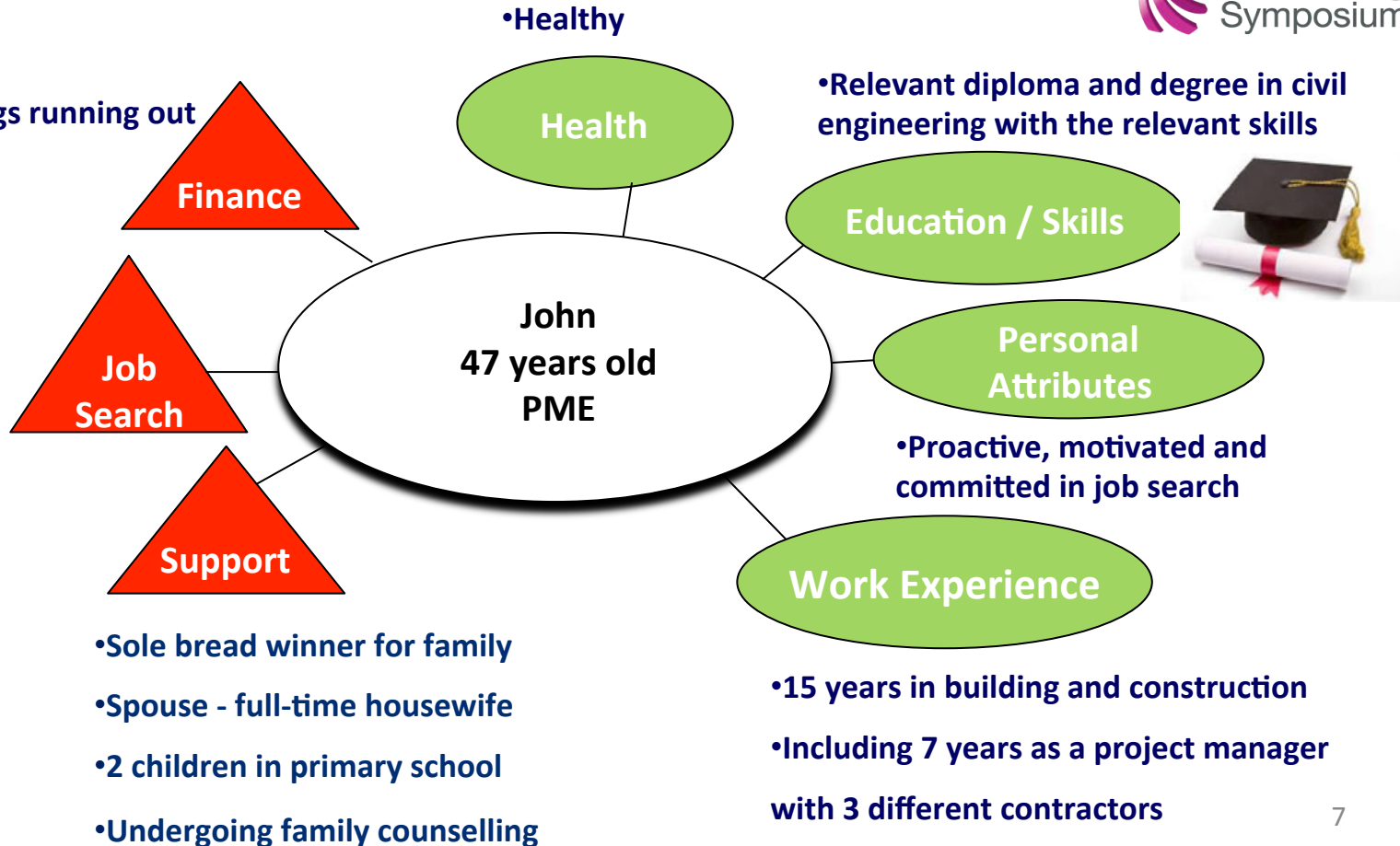
Profiling – 3 Mar 2016



•Savings running out

•Need to improve:

- 1) Cover letter
- 2) resume writing
- 3) Interview skills
- 4) Essay writing



Interventions: Clarifying career values

Identify client's career values (priorities for his next career)

Client's Core Values

- Career stability
- Work-life balance
- Personal safety

Contractor to Project Owner (in-house project manager)

Expected salary:
\$8,300/month

In-depth and intensive interventions

Barriers / Challenges

Guidance during career transition

Family issues



Family counselling by Alexandra Hospital (Mar)

Limited job search skills



Shared on career opportunities and resources

Need to improve resume



Coaching on resume (Apr) and cover letter (May)



In-depth and intensive interventions

Barriers / Challenges

Guidance during career transition

Lack of networking skills



Leverage on network of contacts in company (May)

Need to brush up on
interview skills



Mock interview and coaching on interview skills
(June)



In-depth and intensive interventions

Barriers / Challenges

Guidance during career transition

Lack of knowledge on the interview procedures

➡ Coaching on personality test, essay writing and character reference (June)

Career decision making difficulty

➡ Direct guidance using career matrix (July)

Starting work in a new Environment

➡ Preparation for new career (July)

Career decision making process

Application of career matrix

CAREER OPTIONS WORKSHEET

Career Options Under Consideration

| Career Values | CAH | KTC | JTC | | | |
|------------------------|-----|-----|-----|--|--|--|
| 1. Independence. | 6 | 8 | 6 | | | |
| 2. Make decisions | 6 | 8 | 6 | | | |
| 3. Personal Safety | 9 | 6 | 9 | | | |
| 4. Knowledge | 8 | 8 | 9 | | | |
| 5. Precision Work. | 7 | 6 | 7 | | | |
| 6. Work-Life Balance | 8 | 5 | 8 | | | |
| 7. Group & Team | 8 | 6 | 8 | | | |
| 8. Honesty & Integrity | 8 | 6 | 8 | | | |
| TOTALS | | | | | | |

Overview of John's journey



Aug

Start work as project manager (\$8,300/month)

Student care for children

Jun - Jul

- Coaching on
- interview
 - personality test
 - essay writing
 - character reference
 - career decision
 - office attire

Apr - May

- Coaching on
- resume
 - cover letter
 - networking
 - online job application



Mar - Apr

Undergoing family counselling

Shared about career resources



Many helping hands approach



Intervention success

- Appreciation note from John

“Thank you once again for all your valuable advice and much effort to help me in revamping my CV and polish-up my application letter, to secure an interview opportunity then followed by a job offer.

I'm deeply grateful for your effort rendered for the last 3 months that lead to my success in securing a job.”



Success story video



In-depth and intensive interventions

Barriers / Challenges

Guidance during career transition

Impact of retrenchment



Emotional support and listening ear

Limited labour



market information

Shared labour market insights to expand career options

Need to improve resume



Leverage on transferrable skills and experience



LISTEN



In-depth and intensive interventions

Barriers / Challenges

Guidance during career transition

Limited career resources

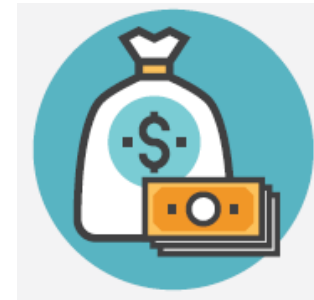


Empower client to tap on Adapt and Grow resources

Limited budget for hiring companies



Coached client on using CSP to market and explain the wage support to potential employers



In-depth and intensive interventions

Barriers / Challenges

**Starting work in a different
working environment**

Guidance during career transition



**Manage expectation and prepare for
new career**



Intervention success



“ I was very fortunate as the Career Coach from Workforce Singapore (WSG) shared how the Career Support Programme (CSP) can help to enhance my employment opportunities. It allows my potential employer to really look at my skill sets and what I can bring to the table instead of just harping on salary discussions. ”

Mr Kuan Mun Fai
Business Development Manager, Krislite Pte Ltd



Learning points

- 1) Encourage and support clients in their career journey
- 2) Provide clients the time and space to attend to family issues
- 3) Focus and leverage on client's strengths for their job search
- 4) Work in partnership with clients for their job search
- 5) Guide clients who struggle with career indecisiveness and undecidedness



Current Safety Net

Safety net in place - Cushion and mitigate the negative impact

PMETS have leveraged on:

- Career Centre suit of services
- Government initiatives and programmes
- Community Support

VUCA Economy

- New uncharted environment
- New threat to PMETs
- New Normal

- Can more be done?
Reactive Vs Preventive



Enhancing the safety net

Preventive Approach

- A Singapore workforce that is adaptable, resilient and future-ready

I) Intensifying Education and Career Guidance

- Imbued with concepts of career planning
- Awareness of career resources
- Lifeskills on resilience

> Enable them to confidently navigate the challenges of a VUCA economy



II) Future ready Workforce

- Embrace the spirit of lifelong learning
- Constantly Upskill and Reskill to stay relevant to the economy
- When future jobs comes, we are ready



