

EDGE : Apply Systems Thinking in Problem Solving & Decision Making (Synchronous e-learning)

Participants will be awarded the **Statement of Attainment** upon successful completion of the course.

Course Objective

On completion of the unit, the learner will be able to:

- Apply Systems Thinking to assess problems
- Formulate and implement solutions to address organisational issues typically encountered by one assuming a managerial role

Target Audience

Managers, Supervisors, Team Leaders and those responsible for the operation and performance of an organisational unit

Course Outline

Participants will learn the skills and knowledge on the following:

1. Organisation's Mission, Vision and Values
2. What constitutes a System
3. Definitions of Systems Thinking
4. Benefits of Systems Thinking
5. Organisation from a systems perspective
6. Uncontrollable situations that can affect the achievement of desired goals and outcomes
7. Comparison of the various system thinking tools and their application
8. Comparison of the various Systems Thinking approaches and their application to problem-solving
9. Rationale for the various criteria used for selecting the most suitable solution to resolve issues that affect the achievement of desired goals and outcomes
10. Characteristics and application of the various decision-making models
11. Limitations of appropriate evaluation process to assess effectiveness of chosen solution(s)
12. Considerations in designing suitable criteria to assess effectiveness of chosen solution(s)
13. Sources of information for assessing the effectiveness of chosen solution(s)
14. Possible success indicators of chosen solutions
15. Considerations in selecting the appropriate corrective actions to improve chosen solution(s)
16. Considerations in selecting the appropriate methods to document the process of applying Systems Thinking

Methodology

Simulated Activities, Case Studies, Short Lectures, Group Discussions, Self-reflections and Written Assessment

Dates (2020) : 20-21 Jul
 Duration : 2 days, 9am to 6pm (16 hours)
 Course Venue : Via Zoom

Register online at SNEF website www.snef.org.sg
 Click on 'Training' and Course Category '**SNEFDigital**'

- ❖ **50% Course Fee Subsidy, capped at \$15/hr (SC aged ≤ 39/SPR)**
- ❖ **90% Course Fee Subsidy, capped at \$50/hr (SC aged ≥ 40/ SMEs)**
- ❖ **Absentee Payroll**
 - 90% of hourly basic salary, capped at \$10/hr. Eligibility period: 1 May –31 Dec 2020

SME	NON-SME	SELF-SPONSORED	Full Course Fee	Training Grant	Amount Payable
- All SC & SPR	- SC aged ≥ 40	→	\$481.50	- \$405.00 =	\$76.50
⊗	- SC aged ≤ 39	→	\$481.50	- \$225.00 =	\$256.50
	- All SPR	→			

All prices stated are inclusive of 7% GST

SC : Singapore Citizen

SPR: Singapore Permanent Resident

⊗ : Not Applicable

SMEs: Defined as companies with: (i) at least 30% local shareholding; AND (ii) Group annual sales turnover of not more than \$100 million OR Group employment size of not more than 200 employees.

Funding Eligibility

In order to enjoy the funding, participants need to fulfill the following requirements:

1. Singapore Citizens or Permanent Residents (PR) of Singapore
2. Attain at least 75% course attendance
3. Successfully complete assessment & certified as competent
4. Has not enjoyed funding for the same course before
5. For company-sponsored participants, training is fully sponsored by companies, which are registered or incorporated in Singapore

Participants must have downloaded Zoom and have access to Microsoft Word, Adobe Reader.

The entire training will be recorded and thus participants must also ensure that their microphone and web camera is in working order.

Enquiries:

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