



BE FUTURE READY,  
**TRANSFORM YOUR**  
**ENTERPRISE TODAY**



*The great aim of education is  
not knowledge but action.*

*– Herbert Spencer*

## ABOUT

# INSTITUTE FOR ADULT LEARNING

Established in 2008, the **Institute for Adult Learning (IAL)** has been at the forefront of continuing professional development for an effective, innovative and responsive Training and Adult Education (TAE) community.

However, with challenges such as global disruptions and tectonic shifts, today's workforce is being challenged to reinvent itself, and job sustainability is demanding that tomorrow's places of work embrace continuing education and workplace learning transformation.

The integration with the Singapore University of Social Sciences as an autonomous institute advanced IAL's pursuit to inspire lifelong learning in Singapore – by enabling and mobilising continuous workplace learning in support of enterprise growth through the Centre for Workplace Learning and Performance (CWLP). By undertaking workplace transformation projects with enterprises, CWLP has achieved commendable outcomes in its journey to proliferate continuous workplace learning.

IAL's pursuits in transforming enterprises and fostering workplace learning capabilities is also part of the institute's five-year strategic roadmap (2020-2025). The roadmap guides the institute's efforts in spearheading enterprise transformation, and towards fulfilling its long-term vision of building an adaptive, resilient and sustainable workforce for the future.



# EMBRACE TRANSFORMATION FOR TOMORROW'S WORKFORCE

A blurred image of a drone in flight against a bright, hazy sky, positioned in the upper right section of the page.

With workplaces becoming more complex, there is an urgency for both leaders and employees to adapt and meet the changing needs of their industry. Most successful enterprises understand that keeping their business competitive and industry thriving requires them to maximise performance and productivity through (1) **Employee Professionalisation**, (2) **Operational Efficiency**, (3) **Job Redesign**, (4) **Digitalisation & Automation**, and (5) **Employee-Driven Innovation**.

But change is never straightforward. Despite all the right tools and processes in place, the right expertise is necessary to implement, manage and refine them, building a culture of continuous learning and improvement within your enterprise for the long run.

Expertise requires experts, and that's where we come in. With our trusted Consultants to help pave the way, you'll be able to diagnose and address the performance and productivity issues and challenges that plague your enterprise and find sustainable solutions, as long as you have our reliable assistance and knowledge to lean on.



# DIAGNOSE YOUR NEEDS WITH INDUSTRY EXPERTS

Simplify your workplace transformation journey with IAL. Our broad expertise in the niche area of workplace learning and performance is complemented by our pool of Consultants, who have years of Training and Adult Education experience. We work closely with you to provide consultancy expertise and financial assistance necessary to boost your enterprise's success.

The **Centre for Workplace Learning and Performance (CWLP)** offers key initiatives and projects to bolster workplace learning and performance needs of enterprises like yours. With the focus on *Empowering Individuals, Advancing Enterprises* – our initiatives and projects aim to truly empower and invest in your employees, which in turn translate to better results for your business.

Together with leaders of SMEs and MNCs, we advocate for transformation by embarking on workplace learning projects and initiatives with you and your teams. With the enterprise's key business goals in mind, we then work together to address the challenges in areas of performance, ensuring that your employees understand the importance of the role they play and how they can reach optimal performance.



## Here is what you and your team can look forward to:



### SENIOR MANAGEMENT

Be inspired to solve your workplace learning and performance challenges and achieve tangible outcomes and benefits that contribute to your overall business goals



### HUMAN RESOURCE AND LEARNING & DEVELOPMENT PROFESSIONALS

Be empowered to retain and attract talents as well as contribute to the creation of a skilled workforce



### EMPLOYEES

Be recognised by acquiring transferable skills to stand out from a crowded workforce

SUITE OF OFFERINGS

# BOLSTER YOUR WORKPLACE TRANSFORMATION JOURNEY



CWLP's suite of consultancy services are specially designed to guide you and your team towards embarking on workplace learning and employee-driven initiatives and projects. As enterprise leaders, you get to decide the intensity of your workplace transformation journey – depending on your workplace learning appetite and commitment:



### 1. NACERIAL CONSULTANCY

Keen to get started on workplace transformation but uncertain if you can work within the resources? Embark on a workplace transformation project and receive consultancy and funding support over a period of up to 3 months.



### 2. LEARNING ENTERPRISE ALLIANCE (LEA)

Want to achieve greater results and impact on employee performance and productivity with workplace transformation? Apply to be a LEA member and receive greater consultancy and funding support to sustain you over a period of 6 to 9 months.



### 3. EMPLOYEE-DRIVEN INNOVATION (EDI)

Eager to empower and champion your employees to drive innovation and transformation for your enterprise? Work together with our trusted pool of Consultants to ignite Employee-Driven Innovation (EDI) projects in your enterprise. The consultancy comes with the provision of toolkits and frameworks that are tailored to your enterprise's needs.

# INITIATE YOUR WORKPLACE TRANSFORMATION JOURNEY

Begin your very own workplace transformation journey with CWLP and our pool of trusted Consultants. Identify the business goals or challenges that your enterprise is looking to achieve or resolve, and get started on your journey.

We work with you to maximise performance and productivity through the following areas:



## TRANSITIONING TOWARDS EXPERTISE THROUGH EMPLOYEE PROFESSIONALISATION

Professionalise your workforce and reinforce the capabilities of your employees through licenses, certifications, mentorship experiences and/or continued education. Enhancing the quality of your workforce increases its standards, boosts the status of the occupation and its industry, builds public credibility and trust, and expands recruitment and retention prospects within the company.



## NARROWING WORKFLOWS SEAMLESSLY THROUGH OPERATIONAL EFFICIENCY

Maximise efficiency and productivity by reimagining and reconfiguring the processes within your enterprise, helping you to deliver beyond your business opportunities and capturing new areas of growth. Building a culture of operational efficiency will not only help in increasing revenue, but also improve satisfaction from both customers and employees alike.



## CREATING VALUE-ADDED WORK THROUGH JOB REDESIGN

Equip your employees to manage uncertainty and ambiguity in today's technology-intensive environment. Encourage them to stay relevant by developing the necessary skills, knowledge and attitude through the redesign of tasks and responsibilities. Both the enterprise and employees benefit by keeping up with changing business needs while delivering greater value to the success of your enterprise.



## FORGING A CULTURE OF INNOVATION THROUGH DIGITALISATION & AUTOMATION

Embrace the future of work - not just through implementing technology, but integrating it within your workforce to enhance productivity. Together with your enterprise, we seek to design a culture that assimilates technology and innovations into your business operations for increased connectivity, improved productivity and better opportunities.



## EMPOWERING ENGAGEMENT THROUGH EMPLOYEE-DRIVEN INNOVATION (EDI) PROJECTS

Foster change and cultivation within your enterprise through EDI, using aspects of change management, idea generation and implementation to promote valuable solutions. Innovation is not only critical for your enterprise's performance and productivity, but also crucial for employees' engagement and development.

# INSPIRE YOUR WORKPLACE TRANSFORMATION JOURNEY

Creating a workplace that encourages continuous learning and development for your employees can inspire an innovation that drives change. Are you ready for your workplace transformation journey?

Here are the enterprises that have begun their journey with the Centre for Workplace Learning and Performance, and have become advocates for workplace transformation:



AND MANY MORE...

Read their success stories here at:

## SUCCESS STORIES

Join these enterprises in committing towards changing workforce capabilities, employee experiences and company values through the following initiatives:



### EMPLOYEE PROFESSIONALISATION

Creating opportunities for employees to develop further skills while enhancing their overall productivity and performance.



The LEA project was timely and supported AEGIS in its **transition into employing Association of Persons with Special Needs (APSN) graduates to explore new work opportunities in the hospitality industry as tradesmen.** The learning aids developed for the three work tasks were **essential learning tools in supporting the new tradesmen at work.**

**Aegis Building & Engineering Pte Ltd**  
Mr. Yeong Wai Teck  
Managing Director



**OPERATIONAL EFFICIENCY**

Creation of opportunities for employees to develop further skills while enhancing their overall productivity and performance.



**TAK**  
Ms. Joanne Ang  
Sales Manager

**It has been an enjoyable and great learning journey with the project team members.** Initially, members had much learning reservations for this project. However, as everyone got into action and progress, **we realised that the culture of learning in the workplace has always been around.** And with this project, clearer and specific learning needs were identified.

After the LEA journey, the team and I will continue the 5 minutes weekly sharing with confidence and continue to identify learning gaps. **The key is learning one step at a time and enjoying the learning and working process.**



**JOB REDESIGN**

Provision of upskill and reskill training for employees to grow their roles and capabilities within the company, while driving the efficiency of your enterprise.



**Deloitte Singapore and Southeast Asia**  
Mr. Keoy Soo Earn  
Regional Managing Partner,  
Financial Advisory

Our LEA project involved a training exercise to **equip our people with cross-servicing capabilities and to empower them to share ideas and co-create innovative solutions** to transform the way we work and serve our clients. **Job redesign should be performed with foresight so that our people can stay relevant in today's dynamic marketplace,** particularly as organisations focus on transformation to thrive in the new normal.

We plan to continue working with IAL to run training courses for our people to drive innovation that can **improve our work process, increase efficiency and productivity and create long-term value across our operations.**



**DIGITALISATION & AUTOMATION**

Adoption of technologies that enable connectivity, reduce reliance on manpower for repetitive tasks and help businesses make better decisions - resulting in cost and time savings.



**Oiltanking Asia Pacific Pte Ltd**  
 Mr. James Lim  
*Training Manager*

Oiltanking is committed to **employee development and creating a conducive environment for workplace learning**. Through the LEA project, we have made further improvements to our in-house On-the-Job Training (OJT) regime by working closely with IAL's appointed Consultant.

We have seen more of our employees benefiting as a result. **This has helped to improve operational effectiveness and efficiency in the terminal and raised the spirit of ownership among our employees.** This project is a step in the right direction, especially in these trying times.



**EMPLOYEE-DRIVEN INNOVATION**

Nurturing valuable solutions that are critical for the overall productivity and performance of your enterprise, while ensuring your employees stay engaged.



**FDAWU, Royal Plaza on Scotts**  
 Mr. Abdul Subhan  
*Assistant Chief Engineer*

The project that we had embarked on for the joint Security/Engineering work processes involved **redesigning job roles and using Employee-Driven Innovation to ideate how these roles would unfold**. The project has been greatly supported by our management and was **well-received by our employees** – most of our Engineering employees that attended the Security classes passed the Competency Test with flying colours, obtaining their Security licence as a result.

We are appreciative of this Security/Engineering job enlargement initiative and **we look forward to the cross deployment of this initiative in the workplace.**

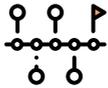
# EMBARK ON YOUR WORKPLACE TRANSFORMATION JOURNEY

Are you ready to drive change and transform into an enterprise of the future?

Embark on your very own project to design and implement a workplace learning intervention that addresses performance issues and/or learning gaps. You will have:



Dedicated Consultants to diagnose your needs aligned to business goals



Flexible project timelines to suit your level of commitment



Freedom to invest in a workplace learning project of your choice



Varying grant quantum eligibility based on your project's scope



Capability development of your workforce beyond projects

## CONNECT WITH US:

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*Tell me and I forget.*

*Teach me and I will remember.*

*Involve me and I will learn .*

*– Benjamin Franklin*



*Are you ready to  
drive change and  
transform into the  
enterprise of the future?*

