

Improve Operational Effectiveness

CRS-Q-0036000-EVS

Funding Validity Period: 1 Jan 2019 - 15 Dec 2020

WSQ Environmental Services Framework - Level 4

This course will equip learners with the technical skills and competencies to develop organisational effectiveness processes to support improvement strategies.



At the end of the course, the learners will be able to:

1. Apply emotional intelligence to reflect on own work performance, leadership style and behaviours, and identify professional development opportunities for self to work with others effectively at the workplace.
2. Collaborate with the senior leadership team to develop implementation plans to carry out strategic priorities and directions of the organisation.
3. Develop effective communication channels and processes to enhance team's performance.
4. Consult with the stakeholders to develop effective organisational communication channels.
5. Recommend effective communication channels and processes to promote organisation's activities, services and programmes to the customers accurately and ethically.

Who Should Attend?

Executives and managers from the Cleaning Operations, Waste Collection, Materials Recovery, and Treatment and Disposal sectors who are currently in a supervisory or team management role, or aspiring to that role.

Training Hours: 16 Hours

Assessment Hours: 2 Hours

Entry Requirements: Minimum GCE 'N' Level

Assessment Method: Reflective Journal, Case Studies

Mode of Delivery: Lectures, Presentations & E-learning

Course Fee: SSG Training Grant is only applicable to Singapore Citizens & Permanent Residents, and is subject to approval.

Full Course Fee Before Funding		Net Course Fee (with GST) Payable By Candidate After:			
Before GST	With GST	SSG Training Grant @ 95%	SSG Training Grant @ 90%	SSG Training Grant @ S\$17/hr	SSG Training Grant @ S\$15/hr
\$578.00	\$618.46	\$69.36	\$98.26	\$312.46	\$348.46



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