

## About the “Masterclass Workshop”

It offers professional development and growth for PMETs: Many of our corporate clients have asked us what other training we can offer beyond ACTA. These are corporations who view training as directly relevant to their staff productivity. In response, Sigma Solutions has created two new professional development and growth pathways. One is a qualification pathway and the other a non-qualification pathway. The qualification pathway is the Cambridge International Diploma for Teachers and Trainers (CIDTT) approved recently by University of Cambridge International Examinations and the Council of Private Education in Singapore. The non-qualification pathway is our Masterclass Workshop, fully designed and developed in-house focusing on skills upgrading and enhancement of PMETs.

It meets a critical skills gap for the industry: Not all PMETs need a qualification. What they really need are specific skill sets to enhance their productivity and competitiveness. Some of the PMETs are planning a career transition. Others want to cross over to another industry or to another division within the same company or abroad. They need certain essential skills to make a smooth transition. Some have been in their job for many years and want to move up and expand their job scope. They require certain core and specialist skill sets to gain a competitive edge. The Masterclass Workshop is thus organized in 3 tiers: Masterclass Essential, Leader and Professional workshops - each offering a different set of skills to help the PMETs move into, between, across and move up the skills ladder in the career of their choice at the time they need it most.

It adopts an integrated approach to skills training: Most skills-based training offered in the market today comprises stand alone workshops or seminars usually lasting 1 – 2 days. These workshops are also far and few in between with no regular schedules or systematic build-up of skill set. As such, individuals and corporations find it difficult to plan for the long term and staff development particularly for the more senior staff inevitably occurs on an ad-hoc basis. The Masterclass Workshop is designed as an integrated and progressive series of workshops run monthly so as to enable participants to build up his/her skills from one workshop to another. This integrated approach is very crucial as it allows corporations to align their staff training needs step by step from one position to the next and ensure uniformity and consistency across the board.

It is competency-based and practice-oriented: Corporations want their staff to be able to apply what they have learnt back at the workplace. Designed with this in mind, all the Masterclass workshops are competency-based with learning activities that involves a great degree of hands-on practice.

We have a proven track record to ensure your training success: Sigma Solutions have a team of six very experience trainers with proven track record with ACTA training. Not only are they experienced in the field of training but also in their own profession area of expertise. Three of them have held regional and international portfolios as senior directors for multi-national companies. The other three have more than 15 years of senior management experience and a wide range of working exposure in many countries. Together we form a credible team who have designed, written and will now personally train you to be a “Master” in your class.

## Aim and objectives

The aim of the Masterclass Workshop is to up skill the PMETs and enhance the productivity and competitiveness of their companies against a global setting.

The specific objectives of the Master Workshop are to enable PMETs:

- To master the three essential skills as an entry level executive
- To master the four core skills as a team or project leader
- To master the five specialized skills for professionalism as a manager

## Who should attend

There are primarily three groups of PMETs who will benefit from the workshops

Group C: Managers	This is a group of PMETs who have 5, 10 or even more years of experience in their current job. They know their own subject matter very well but may lack the skill sets to bring their knowledge and experience across to the rest of the company or to the industry. To do the job well is one thing but to be able to train others and to share the knowledge and skill is another. This group of PMETs will benefit most from the “ <b>Masterclass Professional</b> ” workshops which is designed to help them conduct scenario planning through games, handle large group training, develop case studies or projects-based training workshops and even communicate their experience through stories. With these specialized skills, the knowledge and experience of the individual will not stay within the individual but shared across the company and the industry more productively.
Group B: Potential Team Leads	This is the next group of PMETs who may have been identified to move up to become team lead or project lead. They would have 2 years or more experience working in the job environment and need the core skills in facilitating an effective team and coaching their staff at their work. They will also need the skills to leverage technology for greater productivity and learn to conduct assessment at the workplace. This group of PMETs will benefit from the “ <b>Masterclass Leader</b> ” workshops which are designed to make them become effective team or project lead. Similar to Group A, this group of PMETs may come from any industries.
Group A: Entry Level Executives	This is the group of PMETs who have just moved into a new job or a new career in any industry. They may also be in the company doing a technical line or in the field doing operational level work for many years and the company is moving them between jobs or across to a new job. There may also be a group of PMETs in mid-career undergoing career transition to a new company or conversion to another industry. These groups of PMETs will benefit most from the “ <b>Masterclass Essential</b> ” workshops which is designed to give them a firm foundation in making a good first impression and building confidence to make a good presentation and handling difficult questions.

## TRAINING ROADMAP

MASTERCLASS PROFESSIONAL WORKSHOP				
MCW 8	MCW 9	MCW 10	MCW 11	MCW 12
Scenario planning through games	Managing large group training	Case study vs case method	Problem-based and project-based learning	Communicating through stories

### TARGETED AT MANAGERS:

**Moving up to senior management, Moving around the different divisions to share best practice, Moving across to another division to set up and train new divisions, Moving to overseas units to set up and train new business units**

MASTERCLASS LEADER WORKSHOP			
MCW 4	MCW 5	MCW 6	MCW 7
Secrets of engaging the mind	Coaching techniques for leaders	Leveraging technology for the workplace	Designing competency based assessment

### TARGETED AT TEAM & PROJECT LEADS:

**Moving into a bigger job scope, Moving up to be the supervisor or team lead, Moving to another company to lead a team, Moving overseas to lead a project**

MASTERCLASS ESSENTIAL WORKSHOP		
MCW 1	MCW 2	MCW 3
Creating the First Impression	Confidence building	Handling Difficult Questioning

### TARGETED AT ENTRY LEVEL EXECUTIVES:

**Moving into a new job, Moving between different job scope within the company, Moving across to a new company, Moving across to a new industry**

S/N	Workshop Topic	Synopsis
<b>MASTERCLASS ESSENTIAL WORKSHOP</b>		
<b>MCW 1</b>	Creating the first impression	First Impression Counts! Research has shown that it takes two seconds for us to form a first opinion and less than seven seconds to make up our minds about people. So learn to create a lasting first impression and not the last impression. The aim of this workshop is to give participants a greater insight on how first impressions are formed and they can focus on making a lasting first impression in their new careers.
<b>MCW 2</b>	Confidence building	Confidence is the foundation of all types of jobs. Being confident in oneself is to know who we are and how to assert our presence without feeling any anxiety. Learn how to arm yourself with the relevant technical skills to display & build confidence in yourself and in others.
<b>MCW 3</b>	Handling difficult questions	Have you ever been put on a firing squad where questions are directed at you full blown from all angles, giving you no time to react and yet less time to think about how to counterattack? If you have been in such situations and caught off guard, this course will be perfect for you. It will help you learn how to handle difficult questions, and in turn use questions to get what you want.
<b>MASTERCLASS LEADER WORKSHOP</b>		
<b>MCW 4</b>	Secrets of engaging the mind	For teams to function successfully and efficiently you need to engage the mind of your team members to unearth a wealth of ideas for better team facilitation. Good facilitation skill has become an imperative for team leader and project managers. This workshop will provide you with the skill for to lead a project team, head up a working group or manage a department effectively
<b>MCW 5</b>	Coaching techniques for leaders	Coaching enables individuals and corporate to achieve their fullest potential. To be an effective coach, you must be able to scan the “Playing Field” in which you coach. It also requires you to consider the “Players” and determine your role as coach and develop your understanding of each playing member. Come and learn the “Strategy” to effectively coach your players to improve performance
<b>MCW 6</b>	Leveraging technology for the workplace	Are you letting technology drive your work? Technology is the new media and there are enormous opportunities for you to leverage technology to enhance performance results. Learn how you can achieve great results with the use of technology in the workplace.

<b>MCW 7</b>	Designing competency based assessment	Competency Based Assessment (CBA) is a system of assessing an individual's knowledge, skills and attributes based on actual performance in the workplace or in other relevant context. It requires evidence gathering and making judgment on whether a learner is able to achieve the required level of competency. In this workshop you will learn how to design the assessment instruments for CBA.
<b>MASTERCLASS PROFESSIONAL WORKSHOP</b>		
<b>MCW 8</b>	Scenario planning through games	The ancient Greeks developed the "Olympics" as games for training. For centuries, the military has used games as "simulation" of the real battlefields. Today gaming is serious business and this workshop will help you understand the psychology of games and how to use games effectively as a training tool in the workplace.
<b>MCW 9</b>	Managing large group training	When you have to face a large audience, it is a daunting experience. Imagine having to train 50,100 even 500 people! Learn the psychology and the pedagogy as well as the strategy to design special activities to get the results you want during large group training in the workplace
<b>MCW 10</b>	Case studies vs case method	A case study is a systematic way of looking at issues, events or situations, collecting data, analyzing information, and reporting the results so that lessons for the future can be gained. The case method on the other hand is a specialized technique of instruction used to train analysis and decision making in the world of government and business leadership. This workshop helps you to distinguish between the two and decide how to deploy them effectively in your field of work
<b>MCW 11</b>	Problem-based and project-based learning	Problem based Learning (PBL) and Project based Learning share the same origin yet they are two entirely different learning methodologies. This workshop will shed light on the differences between them and how they can be put to effective use in your workplace training.
<b>MCW 12</b>	Communicating through stories	Stories and story-telling are as old as man. It is the oldest and best way to communicate and transmit experience, culture and engender community. Stories often use metaphors and archetypes to convey a learning point. Learn to harness these concepts to make your training in the workplace more interesting and the effect more enduring

## Training methodology

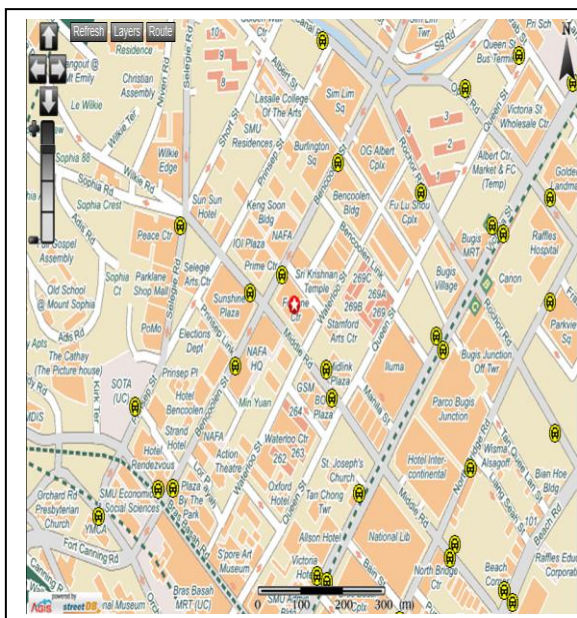
The 12 workshops are all one-day (8-hrs) workshop. It is intentionally kept short and concise but highly interactive in order to cater to the busy working schedules of PMETs and keep them actively engaged throughout the day.

There will be a facilitated learning component comprising not only face to face training delivered in the classroom but will also incorporate role-play, case studies and various individual and group discussions and learning activities. The training delivery will be facilitated by a very experienced trainer and subject matter expert who would emphasize interactive and learner-centred learning and use a wide range of training methods.

There are also a high proportion of practical hands-on activities. These activities are conducted step-by-step to systematically impart the knowledge and skills in the various competency units and allow sufficient practice to contextualize or to customize what they have learnt at the workshop to their own workplace requirements.

In the next phase of development, we intend to add an online component to each of the workshops so that participants can gain access to the reading materials prior to the workshop and they can continue to exchange ideas and “little success” even after they have completed their workshops.

## Venue:



Sigma Solutions HRD Consultants  
Pte Ltd  
190, Middle Road #11-06  
Fortune Centre  
Singapore 188979

Tel: (65) 6336 8048  
Fax: (65) 6336 8049

## Certification

A Certificate of Attendance will be given to each participant at the end of each one-day workshops.

## Fee structure

<b>Masterclass Workshop (MCW) Titles</b>	<b>Course Fee</b>
<b>TIER ONE: MASTERCLASS ESSENTIAL WORKSHOP</b>	
MCW 1 - Creating the first impression	\$450.00
MCW 2 - Confidence building	\$450.00
MCW 3 - Handling difficult questions	\$450.00
<b>TIER TWO: MASTERCLASS LEADER WORKSHOP</b>	
MCW 4 – Secrets of engaging the mind	\$450.00
MCW 5 – Coaching techniques for leaders	\$450.00
MCW 6 – Leveraging technology for the workplace	\$450.00
MCW 7 – Designing competency based assessment	\$450.00
<b>TIER THREE: MASTERCLASS PROFESSIONAL WORKSHOP</b>	
MCW 8 – Scenario planning through games	\$450.00
MCW 9 – Managing large group training	\$450.00
MCW 10 – Case study vs case method	\$450.00
MCW 11 – Problem based and project based learning	\$450.00
MCW 12 – Communicating through stories	\$450.00
<b><i>Promotion Package - \$380.00 per workshop for participants who sign-up for the whole tier</i></b>	

## PROFILE OF THE TRAINERS

### **Anthony Chan Khoon Lip**

Anthony is an instructional designer and educational technologist. He is the principal consultant for competency based learning and instructional system design. Over a 27 years career with the Ministry of defence, Anthony has proven track record as strategic planner and project lead in many sensitive areas. He participated in several inter-ministry projects to safeguard national security. In 1996/97, Anthony directed the real-time broadcast for the rescue of Singaporeans from Cambodia, and again the Silkair MI 185 accident in Indonesia.

Following his retirement from the SAF, Anthony set up Sigma Solutions in 2004. He wrote the ACTA program and trained-the-trainers for the program. To date, he has trained over 2500 people across 25 different industries. Besides ACTA training, Anthony has lead teams to develop competency standards for WDA and Curriculum Development Advisory for MOM. In addition, he has developed curriculum for WDA, Singapore Quality Centre and Singapore Prison Services. Anthony holds a Masters in Instructional Design and Technology from the Nanyang Technological University and a Masters in Strategic Studies from the Australian National University over his basic degree in civil engineering. He has also completed the Leadership Program conducted by the National University of Singapore as well as the Advanced Certificate in Training and Assessment (ACTA). He is currently pursuing his Professional Diploma for Teachers and Trainers from Cambridge University.

### **Regina Chia Mui Huang**

Regina made her career debut at Enterprise Promotion Corporation in 1990 as part of EDB's effort to assist SMEs to regionalise. In 1994, she moved on to join Singapore Technologies Industrial Corporation in their maiden investment venture into China under the umbrella of Wuxi-Singapore Industrial Park. She was part of the sales team responsible for marketing industrial space in Wuxi to Germany, England, France and Italy as the primary markets. In 1997, Regina was appointed Director of Sales and Marketing for Metrol China Holdings to lead the disposition of commercial and retail space in Shanghai and Guangzhou. Three years later, she was headhunted by ExxonMobil Singapore Pte Ltd to be part of the Global Real Estate and Facilities team. In this capacity, she managed asset portfolios in Singapore, Malaysia, Thailand, Indonesia, Philippines, Vietnam, New Zealand, Australia, India and Korea. Since 2005, Regina has held the position of Singapore Facilities Manager as well as International Advisor, Facilities Management for ExxonMobil Singapore until her retirement in 2008. Regina has 18 years of proven track record in operational and managerial roles in the acquisition, disposition and maintenance of both office space and plant sites in and around the Asia-Pacific region.

Regina is a certified Commercial Investment Member (USA). She also holds a LLB (Hons) from London as well as a Diploma in Marketing from Singapore. She had completed ExxonMobil Level I Leadership Program conducted by INSEAD and Level II Leadership Program conducted by Thunderbird as well as the Advanced Certificate in Training and Assessment (ACTA).

## **Low Peng Chye, Francis**

Peng Chye has more than 28 years of corporate experience, working in regional positions of Group Vice President, Managing Director, and General Manager with several Multi-National Companies, including GEC (Singapore), Videojet International Inc., and American Standard Plc. He has also worked in Shenzhen for two years with a local SME as Chief Representative and General Manager. Whilst in the above positions Peng Chye was a board member and Chairman of American Standard Vietnam and Videojet Shanghai JV respectively. His portfolio included conducting market research in India, Myanmar and Vietnam, actively being involved in re-engineering efforts at American Standards Plc and setting up subsidiary companies, regional offices and manufacturing facilities in Vietnam, China and Singapore for American Standard Plc, Videojet Systems Inc and Harvest Multimedia Pte Ltd.

Over this period, Peng Chye has mentored, coached and trained many senior management staff and doubled up as regional training coach for American Standard in the area of process re-engineering, working in teams, problem solving and effective communication. Peng Chye holds a Masters degree in Strategic Marketing from Hull University, United Kingdom, a Professional Diploma for Teachers and Trainers from Cambridge University, a Diploma in Sale and Marketing from the Marketing Institute of Singapore and an Advanced Diploma in Demand Flow Technology from the Worldwide Flow College, Boston, USA and ACTA.

## **Ahangama A Piyaratne**

Piyaratne has served more than 30 years in Singapore Airlines in various senior positions — both in corporate and line functions --- Ahangama A P retired in December 2008. While in service, he was engaged primarily in communications-related areas notably Public Affairs/Public Relations, Internal Communications, Issues Management and Crisis Communications. On the latter, he was involved in both the Silk Air crash in Palembang, (Indonesia) in 1997 and the SQ 6 incident in Taipei in 2000. Besides conducting training while serving in the Cabin Crew Division, he was also involved in other Human Resource functions including crew sourcing and strategic planning.

Prior to joining SIA, Ahangama A P served from 1971 – 1977 in the News Division of Singapore's Broadcasting Department, the predecessor to today's MediaCorp, during which time he undertook a brief stint at the influential British Broadcasting Corporation (BBC).

A firm believer in continuous learning, he has mentored and coached many senior SIA management staff and crew during his tenure. While still with SIA, he pursued and was awarded an M.A (Comms Mgmt) in 1998 from the University of South Australia, supplementing his B. Soc Sc (Hons) degree which he obtained from the then University of Singapore in 1971. In 2010, he was awarded a Cambridge International Diploma for Teachers and Trainers (CIDTT) from Cambridge University. Piyaratne is also ACTA certified.

## **Lily Jee**

Lily Jee is a human capital strategist and practitioner whose learning journey spans over 20 memorable years chiefly in the hotel management and services industry, encompassing a broad spectrum of managerial responsibilities in marketing & sales, food & beverage, human resources, training and development, where she honed her skills in training and mentoring. She has worked at international hotel chains; Shangri-la (in Beijing & Shanghai), Hilton International, Mandarin Oriental, Goodwood Group, Millennium & Copthorne Singapore, and most recently, at Resorts World Sentosa. She was also at one time the Marketing Consultant for Motorola University where she was part of the team that helped to pilot Motorola's CREST (Critical Enabling Skills Training) programme. Lily was instrumental in bringing American Hotel and Lodging Association (AHLA) programmes into Beijing, just about the time when Beijing was preparing its bid to host the Olympic Games.

Lily is effectively bilingual in English and Mandarin and she has the versatility to pitch her training at all levels, senior management, supervisory and the rank-and-file. She inspires confidence and many have benefited, in delectable doses, from her insights and prescriptions. Her wealth of experience and expertise has been validated with her professional certifications as an ACTA Trainer, Assessor and Developer (WSQ Framework) awarded by WDA and Sigma Solutions, and as a Service Class Assessor under Spring Singapore. Lily is a graduate of Washington State University, where she completed an MBA and BA (Honours) in Hotel & Restaurant Administration

## **Varghese Harry**

With over 18 years of extensive insurance, financial planning, marketing and management experience in the Financial Advisory Service Industry, Harry has provided training and coaching to life insurance and financial service practitioners. As a VP, Training & Competency, with CIMB Securities, he was responsible for the development and implementation of CIMB Securities Training and Competency framework and the Training Roadmap for the Financial Adviser Representative and Financial Service Managers. He also doubled up as the product specialist for insurance products. During his tenure as the Head, Special Project, LUTC Program Singapore Committee at Insurance and Financial Practitioners Association of Singapore (IFPAS), he has put together and edited the LUTC localized publication for the industry and has compiled and generated the LUTC Courses Handbook as well as the LUTC Ethics Course Handbook. Double-up as LUTC Moderator and LUTC Trainer, Harry has conducted the complete series of LUTC program as well as the LUTC Moderator Training Course.

Harry is a firm believer in continuous blended learning and has coached and trained many financial service practitioners and managers in the industry besides managing his own team of dynamic Financial Advisers. Harry is now a fully certified ACTA Trainer in facilitating, eLearning & On-the-Job Training. He also holds both Diplomas in Life Insurance and Sales & Marketing, and is a Fellow of the Life Underwriter Training Council (LUTC).