eLearning Modules

Prepared by:

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PROGRAMME OUTLINE

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Module Title: Business Model Canvas
Duration: 1 hour

Introduction

As the business landscape continues to be shaped by volatility, uncertainty, complexity, and ambiguity (VUCA), business leaders must continue to review, re-evaluate, and re-strategise to keep their businesses relevant. The Business Model Canvas (BMC) is the perfect framework and tool for business leaders to use in a structured and systematic manner to help uncover gaps / discover opportunities before formulating strategies and plans to address these.

In this one-hour course, you will be able to design, analyse, and innovate with the business model canvas as we work you through the 9 building blocks that make up the canvas. You will be able to conceptualise how it all begins with strategy and how having the right strategy determines how you approach each of the blocks and the concepts to analyse any business. This course is for innovators who want to have a holistic understanding of how to analyse their business and create a strategy that puts all factors into consideration.

Learning Objectives:
- Explain the importance and usefulness of the business model canvas for businesses.
- Use the Value Proposition Canvas for understanding your customers and how you can create value to suit your customer segments.
- Map out your business model using the nine building blocks of the Business Model Canvas.
- Use the Business Model Canvas to align your business model and/or discover new opportunities for business model innovation.

Content Outline:
- Module 1: Business Model
- Module 2: Nine building blocks

PROGRAMME OUTLINE

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Module Title: Human-Centred Design: Understanding your Users
Duration: 1 hour

Introduction

Designing a product or service to meet user expectations and needs should be based on a clear understanding of their user environment, behaviour and sentiments. In order to appreciate your users' needs, it is important to collect qualitative data, and not just quantitative data. Qualitative research employs a whole different set of tools in order to yield data that tells you more than the "what" and "how often". Having a strong knowledge of qualitative research will open up new avenues of data collection and analysis in order for you to design with your users as the focus.

Learning Objectives:
- Explain the role Context plays in Human-Centred Design
- Describe the different uses between Quantitative and Qualitative data for Design Research
- Describe the Design Research process
- List the tools used in Qualitative Research
- Describe how the tools are used in Qualitative Research
- Describe how Experience and Story Maps are used

Content Outline:
- Module 1: Design Research for Human-Centred Design
- Module 2: Qualitative Research Tools
- Module 3: Analysing Qualitative Data

PROGRAMME OUTLINE

Module Title: Innovative Problem Solving and Decision Making
Duration: 1 hour

Introduction
We often tackle problems and decisions with a short-term view of attending to their urgency, without much thought to the impact and way we process data and alternatives. With Design Thinking as your foundation, we will explore how to find innovative solutions to problems which older methods are ineffective against.

Learning Objectives:
• Determine the objective you want to achieve
• Describe the sources of data for your decision making
• Determine the problem to solve in order to achieve your objective
• Understand the importance of divergent and convergent thinking
• Describe how to brainstorm for ideas
• Adopt simple rules for effective brainstorming
• Develop the criteria for choosing solutions
• Use a Decision Criteria Matrix tool
• Determine the solution to implement
• Identify tasks and resources needed to make the solution a reality
• Understand paper prototyping
• Create an implementation plan for the solution

Content Outline:
• Module 1: Define the Problem
• Module 2: Create and Consider Many Options
• Module 3: Choose a Solution
• Module 4: Implement the Solution

PROGRAMME OUTLINE

Module Title: Introduction to Agile Fundamentals
Duration: 1 hour

Introduction

Agile Fundamentals is about preparing yourself for an Agile mindset; it is not about any single methodology or framework for practicing Agile. In order to be successful in adopting agile approaches, organisational leaders and teams need to focus on "being agile" first as an underpinning mindset for success in "doing agile".

Learning Objectives:
- Start establishing an Agile mindset towards working
- Understand the fundamental concepts to how agile teams work
- Explain why Agile exists and when it is needed in your organisation or teams
- Understand the difference between traditional methods and agile methods
- Understand the similarities and differences between Scrum, Kanban, and Scaled Agile Framework (SAFe)
- Know when best to use which method

Content Outline:
- Module 1: An Introduction to Agile
- Module 2: Why Agile?
- Module 3: Agile Methods

PROGRAMME OUTLINE

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Module Title: Applying Professional Scrum
Duration: 1 hour

Introduction

The word Agile is arguably the most talked-about in the field of software engineering. And Scrum Framework is the most popular Agile framework across all the sectors including non-IT.

This course introduces you to the world of Agile focusing on the Scrum Framework. It intends to benefit beginners as well as professionals practicing Agile & Scrum. This course aims to provide a deeper understanding of Agile and Scrum covering several aspects.

This course will also help you kick-start your product development journey with Scrum through some of the best engineering practices, metrics, and tools.

Learning Objectives:
• Describe what Agile is and how it has developed as a popular method for product development
• Identify the 4 foundational values and 12 supporting principles of Agile
• Discuss the differences between the traditional waterfall method and Agile
• Describe the 3 pillars and 5 values of Scrum
• Discuss the 3 different Scrum roles

Content Outline:
• Module 1: Agile Development
• Module 2: What is Scrum

PROGRAMME OUTLINE

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Module Title: Data Analytics
Duration: 1 hour

Introduction

Big Data is now considered one of the essential ingredients for the success of any business. And regardless of the industries that you are in or the functional work that you do, you are expected to be able to make decisions based on the data that you have. Companies such as Airbnb and Grab etc have successfully made use of Big Data to disrupt their industry and traditional companies that were not able to evolve and adapt are now being replaced.

But what is Big Data and what are the steps taken to analyse the data.

In this course, you will learn what is big data and apply the 5 steps framework of Data Analytics while creating reports or dashboards in your workplace.

Learning Objectives:
• Explain what is Big Data.
• What is the Value of Data?
• Understand traps of Data decision making
• Identify how data accuracy can be compromised
• Describe and manage the Data Analytics process and workflow using the 5-step Framework

Content Outline:
• Module 1: Big Data
• Module 2: 5 Steps to Better Decision-Making to Solve Business Problems

PROGRAMME OUTLINE

Module Title: Cybersecurity Awareness
Duration: 1 hour

Introduction

The world has become more interconnected with devices that we used everyday, such as computers, handphones, tablets and IoT devices that people used, through a network. Each devices is a potential gateway to an cyberattack. All users need to play a part in securing the network and minimise the potential of an attack through user carelessness.

In this course, you will learn some common attacking techniques employ by attackers and also how to identify and take precaution against such attack.

Learning Objectives:
- What is Social Engineering?
- What are the different Social Engineering techniques?
- What is Malware?
- How does Malware work?
- How to protect against Malware?
- How to maintain password hygiene
- How to create a strong password

Content Outline:
- Module 1: Social Engineering
- Module 2: Malware
- Module 3: Good Password Hygiene

PROGRAMME OUTLINE

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Module Title: Sensemaking: A Practical Approach to Collaboration and Innovation
Duration: 1 hour

Introduction

Making sense of data is critically important throughout most, if not all, aspects of design thinking and agile methods, be it making sense of market trends or customer data to gain deep insights into what customers might value and their pain points, or making sense of feedback data collected from prototype testing, or initial sales figures from minimum viable products that have gone to market. In this course, we will look at helping you develop practical skills in taking a sensemaking approach to innovation and collaboration.

Learning Objectives:
• Define Sensemaking
• Understand about Mental Models
• Identify the 4-rule approach to structuring your thinking (DSRP)
• Understand the importance of making sense to improve on internal systems and processes
• Identify the benefits of using Service Blueprinting and list its components
• Understand the importance of making sense of available data to make decisions when bringing a disruptive innovation to market
• Gain an appreciation of the strategy derived from "Crossing the Chasm" framework
• Identify information-sharing problems within teams
• Gain an appreciation of how to solve problems and make decisions more effectively when there are information-sharing problems
• Identify the importance of an information-management system
• Understand the importance of a collaboration culture characterised by psychological safety

Content Outline:
• Module 1: Introduction to Sensemaking
• Module 2: Sensemaking and Innovation
• Module 3: Sensemaking and Collaboration

PROGRAMME OUTLINE

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Module Title: Effective Stakeholder Engagement
Duration: 1 hour

Introduction

Effective engagement is built through discussion and transparency, particularly in times of crisis, to achieve shared motivation among stakeholders in achieving business goals. In this introductory course, you will gain curated insights about stakeholders engagement and ways to develop positive working relationships.

Learning Objectives:
- Describe methods to identify stakeholders
- Discuss the ways to analyse and prioritise stakeholders
- Describe the communication process and styles
- Identify the barriers of communication and ways to overcome them
- Appreciate the concepts of communication management such as active listening
- Describe the rapport building principles.
- Appreciate the practices to engage stakeholders effectively.

Content Outline:
- Module 1: Stakeholder Identification
- Module 2: Stakeholder Communication
- Module 3: Stakeholder Relationship

PROGRAMME OUTLINE

Module Title: Introduction to Diversity and Inclusion
Duration: 1 hour

Introduction
Globalisation and technology advancement have rapidly knocked down geographical boundaries and made it possible for diverse groups of employees to work in the same organisation. The ever-shortening product and service lifecycles have prompted an increased pace of business transformation, which can only be kept up by bringing together diverse groups of individuals in an inclusive manner, in order to harness the unique potential of each individual. This will bring about the innovation needed to sustain the transformation and growth of organisations.

Learning Objectives:
• Define Diversity and Inclusion
• Explain the importance and benefits of Diversity and Inclusion
• Explain the emotional conflict to hiring Diverse talents
• Describe some strategies for hiring and retaining Diverse talents
• Describe some successful strategies adopted by companies in their Diversity and Inclusion programmes

Content Outline:
• Module 1: Defining Diversity and Inclusion
• Module 2: Driving Diversity and Inclusion
• Module 3: How Companies are Promoting Diversity and Inclusion

PROGRAMME OUTLINE

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Module Title: Mindfulness and Resiliency
Duration: 1 hour

Introduction
In this course, you will learn how the VUCA environment disrupts your mental health, contributing to adverse effect of stress; what you can do to recognise the symptoms that you are not performing at your optimum and steps you can take to be aware of your thoughts, emotions and actions and develop inner strength to overcome adversity.

Learning Objectives:
- Recognise the signs of VUCA world
- Understand what you can do to prepare for VUCA
- Develop strategies to lead in a VUCA environment
- Explain the locus of control
- Understand how you explain the outcome of your actions
- Apply strategies to bring control back to you
- Understand the Change Cycle
- Recognise different phases of change
- Apply strategies to manage change
- Understand what is Reframing
- Apply techniques to turn adversity to opportunity

Content Outline:
- Module 1: Disruption – The New Normal
- Module 2: Locus of Control
- Module 3: Understanding Change
- Module 4: Reframing Adversity to Opportunity

PROGRAMME OUTLINE

Module Title: The Growth Mindset
Duration: 1 hour

Introduction

The Growth Mindset is designed to help you develop strategies to challenge widely-held beliefs and practices and to adopt new approaches to dealing with adversity and changes. This programme addresses the challenges and opportunities the dynamic workplace presents you with and that the key to navigating these new norms is to adopt a mindset that embraces new thinking patterns.

Learning Objectives:
- Identify how a mindset is formed
- Discuss factors that have impacted the formation of your mindset
- Describe the differences in fixed and growth mindset
- Identify areas of growth mindset you want to develop for yourself
- Describe the 4 steps to developing a growth mindset
- Discuss the various options you have for developing a growth mindset

Content Outline:
- Module 1: What is Mindset?
- Module 2: Fixed versus Growth Mindset
- Module 3: 4 Steps to Cultivating a Growth Mindset