

Course Title: Learning to Learn for Workforce Sustainability in the Service Industry

The Learning to Learn for Workforce Sustainability in the Service Industry experiential workshop is specifically designed to empower workforce in the service sector with essential learning strategies and techniques. In this experiential workshop, participants will explore how to adapt to the rapidly evolving demands of the service industry and cultivate a sustainable approach to continuous learning. By equipping participants with effective learning habits, and problem-solving skills, this experiential workshop aims to enhance the service workforce's ability to thrive in a dynamic service-oriented environment.

By the end of this workshop, participants should be able to:

- Recognize the importance of continuous learning in the service industry for workforce sustainability.
- Apply effective learning habits and problem-solving techniques to optimize learning and development.
- Utilize service techniques to enhance knowledge retention and improve customer service interactions.
- Implement problem-solving strategies to address challenges encountered in service-related roles.
- Foster a growth mindset culture that promotes learning and innovation within the service industry.

Course Methodology:

The Learning to Learn for Workforce Sustainability in the Service Industry workshop will employ a mix of interactive lectures, group discussions, hands-on activities, case studies, and self-assessment quizzes. The practical exercises will be tailored to the specific challenges and scenarios encountered by service professionals, allowing them to immediately apply their newfound knowledge and skills. Additionally, the course facilitator will provide feedback and guidance throughout the workshop to facilitate the learning process.

Who Should Attend:

- Service Industry Professionals: All staff and associates responsible for work activities within the service sector will benefit from this workshop.
- Aspiring Service Professionals: Individuals planning to start their careers in the service industry will gain valuable insights to kickstart their journey with confidence.

Day 1:**Session 1: Introduction to Workforce Sustainability in the Service Industry**

- Understanding the dynamics of the service industry and its impact on the workforce
- Identifying challenges and opportunities for workforce sustainability
- The role of continuous learning in the service sector for staying competitive

Session 2: Assessing Learning Needs and Setting Goals

- Self-assessment of current skills and competencies
- Identifying areas for improvement and professional development
- Setting realistic and achievable learning goals for career growth

Session 3: Effective Study Habits and Time Management

- Learning techniques for balancing work and learning commitments
- Creating a productive learning environment within a service-oriented workplace
- Strategies to overcome time constraints and distractions for effective learning

Session 4: Learning from Service Encounters

- Transforming everyday service encounters into learning opportunities
- Reflecting on past experiences to improve future service delivery
- Emphasizing the value of feedback and self-assessment in service excellence

Day 2:**Session 5: Problem-Solving Strategies for Service Professionals**

- Analysing common challenges faced in the service industry
- Developing design thinking and critical reasoning skills
- Applying creative problem-solving approaches to address customer needs effectively

Session 6: Developing a Sustainable Learning Plan

- Implementing spaced repetition and continuous learning strategies
- Creating a personalized learning roadmap for career growth in the service industry
- Identifying relevant resources and training opportunities for ongoing development

Session 7: Cultivating a Growth Mindset Culture in the Service Industry

- Encouraging a positive learning attitude among teams and organizations
- Empowering service professionals to embrace change and innovation
- Motivating employees to pursue lifelong learning for workforce sustainability

Session 8: Action Planning and Commitment to Workforce Sustainability

- Creating an individual action plan to implement the strategies learned
- Developing a support network for continuous learning within the workplace
- Making a commitment to embrace lifelong learning for career success in the service industry

Assessment and Certification:

Participants' comprehension and application of the course concepts will be evaluated through group activities, real-world problem-solving tasks, and a final project. Upon successful completion of the experiential workshop, participants will receive a certificate of achievement, demonstrating their commitment to workforce sustainability and continuous learning in the service industry.

Date and Location:

23rd and 24th August 2023 (Wednesday and Thursday)

Venue: Face-To-Face Facilitation Session at Lifelong Learning Institute, 11 Eunos Road 8, Singapore 408601

Course Fees:

Participant's Profile	Singapore Citizen >=40 years	Singapore Citizen 21-39 years/ Spore PR >= 21 years	Non-Singapore Citizen/PR (Foreigner)
Full Course Fee	\$ 980.00	\$ 980.00	\$ 980.00
Less Trg. Grant	-\$ 490.00	- \$ 380.00	N.A.
Nett Amount Payable	\$ 490.00	\$ 600.00	\$ 980.00

Enrol Today: Closing Date 10th August 2023

Don't miss this opportunity to invest in your future success in the service industry. Secure your spot in the "Learning to Learn for Workforce Sustainability in the Service Industry" experiential workshop by enrolling today.

For Registration and Inquiries: Tommy Tan

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Unlock your potential, enhance your service skills, and build a thriving career in the service industry. Join us for an empowering learning experience that will propel you to new heights of success!

"Invest in Learning, Thrive in Service."

Master Facilitator & Consultant



Results-driven Management Consultant, Lead Assessor, and Associate Adult Educator with over 20 years of expertise in providing exceptional consultancy, training, and auditing services across diverse industry sectors. Specialized in HR, Service Quality Management, Change Management, and Business & Leadership Sustainability. Demonstrated entrepreneurial spirit and talent for innovation, consistently achieving successful outcomes in major HR initiatives. Proficient in conducting audits to ensure adherence to industry standards and compliance. Possess a wealth of insights and best practices in training, education, and auditing, contributing to the delivery of valuable guidance and effective solutions.

Tommy's expertise lies in conducting comprehensive investigations and analyses of work activities to identify key factors for success across all levels of employment, ranging from executives to individual contributors. This involves conducting interviews and focus group sessions to identify the essential behaviours, skills, motivations, and personality traits necessary for success in specific roles.

On the technical front, Tommy excels in developing project, process & service skills. An impressive track record of designing and facilitating over 400 events in Asia, engaging multinational groups of up to 5000 participants. These events have covered diverse areas such as service management, service leadership, cross-functional collaboration, and project teams within the hospitality, service, and manufacturing industries.

Through his powerful and transformative service coaching methods, Tommy empowers leaders to experience profound shifts in their thinking and guides them to lead from within. He establishes a partnership with his clients, inspiring them to tap into their innate capacities and excel in their areas of greatest importance. By engaging in deep and focused learning conversations, he encourages critical reflection, alignment of personal, service and work values, and self-accountability.

Tommy is a skilled professional with expertise in a wide range of areas such as Competency Mapping, Service Leadership Development, Service Quality System Auditing Skills, Active Facilitation Skills, Instructional Design & Development, Team Development, Service Coaching for Performance, HR Consultancy, and Behavioural Learning Techniques. He has been an advisory board member for Curriculum Development at the Singapore Training and Development Association (STADA) since 2020.

Learning Journey

MSc HRM (Dublin) Ireland, BBus HRM (La Trobe) Australia, GDip HRM (SHRI) Spore, Dip.Adm.Mgmt. (UK), Dip. Public Relations (UK), ACTA (Spore), AInstAM (UK), AMA (Prof.) USA, LLCC (UK), Certified Quality Manager (CQM Spore), IRCA Certified Internal QMS Auditor, Certificate ISO 21001:2018 EOMS Internal Auditor, Certified Facilitator (DDI, Spore), Certified Management Consultant (Spore), Certified OJT Consultant, Action Learning Coach (WIAL), Association for Talent Development (ATD) Facilitating Virtual Training Certificate, Design Virtual Training (Boston, USA) authorized by IACET: International Association for Continuing Education and Training. Micro-learning Online Certification (ATD, USA), SUE Masterclass Behavioural Design, Amsterdam BD Academy. The Emotional Cultural Deck Practitioner (ECD), New Zealand, Cert. Sustainability Strategies and Green Economy, SMU (Spore), Certified Workplace Happiness Consultant, Berkeley Well-Being Institute, USA.