

Solutionsatwork – Office Effectiveness

Good business performance demands good employee performance. The ability to extract the greatest value from employees differentiates successful companies from the others. We help organizations identify training requirements and develop training solutions that are targeted and customised to take full advantage of existing strengths.

Training Solutions

When administered and conducted properly, training can be one of the most effective tools to improve business productivity and effectiveness. Our training solutions are all conceptualised based on an understanding of your business needs and challenges in order to ensure that training outcomes are directly relevant to your needs.

We provide a wide range of training solutions to meet various needs. Training curriculum is developed in-house by our consultants based on years of industry experience, knowledge of leading practices, and comprehensive research.

Some of the more popular training programs are:

- ▶ Office Effectiveness – designed as foundational programmes for employees at all levels to achieve a common level of performance and work efficiency. Training programmes include Negotiation, Interviewing, Managing Change, Cultural Sensitivity, Managing Conflict, and Service Excellence;
- ▶ Communications and Teambuilding – developed specifically to build high performance teams and establish team norms for interaction, problem solving, and decision making. These hands-on and activity filled workshops create a relaxed learning environment that highlights individual strengths and demonstrates how high performance teams achieve superior results; and
- ▶ Supervisory Effectiveness – Tailored for the supervisory and middle management team, these programmes are targeted at helping managers deal with operational and people-related issues. Programmes include Managing Performance, Counselling, Coaching and Mentoring, Decision Making, and Project Management.

FEATURES

- ▶ Effective diagnostics identify and pin-point training needs
- ▶ Customized solutions are tailored to meet your needs
- ▶ Follow-up sessions ensure that learning is absorbed and practiced
- ▶ Engaging and Interactive Training Sessions

We recognize that you may have needs that are different and unique for which the traditional training programmes may not be wholly suitable. Hence, we also offer fully-tailored training solutions based on your needs and identified competency gaps.

Who We Are

Solutionsatwork is a local consultancy firm providing business advisory services, with special focus on human resource and process related projects. We are passionate about our work and believe in applying progressive and practical solutions to meet your needs. We are strong advocates of long term sustainability and all of our projects incorporate elements of knowledge transfer so that you can progress independently after the end of the consultancy project.

At Solutionsatwork, only experienced and qualified consultants are deployed to our projects so you can expect professional work and deliverables at every stage of the project.

More Information

For more information about our services, please visit us at www.solutionsatwork.com.sg, or contact us at enquiries@solutionsatwork.com.sg. We look forward to hearing from you.

Act now to arrange an obligation-free discussion with us.

About Your Consultant

Leonard Ling – Principal Consultant

Certified Extended DISC Trainer and Consultant
Masters in Business Administration (Strategic Management), Nanyang Business School
Bachelor of Engineering, Nanyang Technological University

Leonard has over 15 years of experience in People Strategy and Organisation Development in both consulting and corporate environments. Prior to establishing Solutionsatwork, Leonard was Director of Business Advisory Services at Ernst and Young Associates (Singapore). While in that role, he led and managed a wide spectrum of business efficiency and HR related projects.

His key consulting experiences include competency modelling, performance management, training and development, job and process redesign, knowledge management, compensation and benefits review, change management, organisation design, quality audits, and strategic visioning. Leonard has also facilitated workshops on corporate visioning, change management, job role profiling, job and process redesign, strategy mapping and team building activities for various clients. Leonard also lectured at IE Singapore on the subject of internationalizing human resources.

As a certified Extended DISC consultant, Leonard has also applied the tool to various situations, including employee team building, management coaching, and determining employee-job fit.

Prior to joining Ernst and Young Associates, Leonard was Deputy Director in the Singapore Workforce Development Agency where he was responsible for medium and long term strategic manpower planning for companies in the healthcare, aerospace, chemicals, process, logistics, marine, pharmaceuticals, and food manufacturing industries. As part of his work with the WDA, Leonard also played key roles in helping growth industries and individual companies address their shorter term manpower and human capital challenges.

Leonard has spent the past few years as the Global Head of Human Resources for a London-based International Company where he managed the HRD and HRM functions for employees in 11 cities across the globe.