

A person in a dark suit and tie is holding a glowing, wireframe globe with both hands. The globe is centered and emits a bright light. The background is a collage of financial data, including various numbers, bar charts, and line graphs, all in shades of blue and orange. The overall image conveys a sense of global finance and technology.

# **TECH-ENABLED SERVICES**

# Overview

Today's business environment is a complex and competitive one, where organisations have to deal with challenges thrown up by advances in technology, disruptive strategies, and an evolving workforce. In order to stay competitive and relevant, businesses need to embrace a spirit of innovation, and look to growth via transformation. The way of the future lies in being open to new ideas, strategies, workflows, services and products.

In the same light, transformation is crucial to ensuring that people, process and technology are aligned toward achieving growth and success in the long term. Innovation and transformation, be it in business, technology, or organisation, go hand-in-hand. Innovation strategies drive transformation, while a transformative mindset promotes openness to new ideas.

# BUSINESS AGILITY

Are you under pressure to deliver business change faster, increase customer value or empower your teams to be more autonomous? Are you tired of developing lengthy plans, wasting days on status reports nobody reads, or spending hours in unproductive meetings? Are you frustrated by bureaucratic processes, office politics and silo mentalities?

Developed in partnership with VisionLed Consulting, this 3-day Business Agility course combines the latest management practices that will enable you to introduce and manage feedback-driven business change from the strategic level through to the competency teams. The management practices include agile, lean change, lean start-up, business analysis, neuroscience, and programme management.

*(In collaboration with: VisionLed Institute)*

## Course Outline

### DAY 1

- Introduction
- Do we need business agility?
- People and change

### DAY 2

- Strategic alignment
- Team alignment
- Conducting experiments
- Build your own business agility framework

### DAY 3

- The Agile Transformation case study

## Who Should Attend

- Directors, Managers and team members responsible for designing & delivering business transformation
- Anyone seeking an understanding of business agility principles, practices, & cultural considerations

## Course Details



3 days\*  
9.00am — 5.30pm  
(Daily)

## Pre-requisites

There are no formal pre-requisites for this programme. However at least 3 years of working experience would be beneficial.

## Participants will learn

- Identify your top customers and customer pain points
- Investigate pain points and solutions
- Understand the impact of change upon the current state
- Design Business Experiments and create a visual Strategic Canvas

# DESIGN THINKING BOOTCAMP

Design Thinking is a human-centered methodology for innovation. It draws on methods from engineering and design, combining ideas from arts, tools from social sciences and insights from the business world. The 1-day Design Thinking bootcamp will enable you to use behavioural insights and discover the human factor in innovation.

## Course Outline

- Why design thinking matters
- Core principles of design thinking & innovation
- How to start a design challenge
- User insight research methods
- User data collection & analytics
- Identify latent need and innovation opportunities
- Develop, test & communicate concept prototyping

## Course Details



1 day\*  
9.00am — 5.30pm

## Who Should Attend

Professionals and managers who need to know how to apply design thinking in their work

## Pre-requisites

None

## Participants will learn

- Understand and apply concepts of design thinking
- Understand and apply basic user research methods
- Develop empathy for user and analyse user's latent needs
- Develop and test a prototype for proposed concepts

# DESIGN THINKING FOR BUILDING INNOVATION

Design Thinking is a creative process that helps people discover their creativity and apply it to solve real-life problems. NUS SCALE, in partnership with Awaken Group, takes a unique approach to Design Thinking and innovation. We combine the disciplines of Design, Leadership and Strategy to provide a holistic view on innovation, align leadership on innovation outcomes, and create strategic and sustainable solutions. We believe transformation in organisations takes place from the “inside-out” (within the individual). We emphasise on values (understanding individual purpose and aligning to organisational purpose) to help unleash and apply creative potential, that is, from Design Thinking to “Design Doing”.

*(In collaboration with: Awaken Group)*

## Course Outline

### DAY 1

- Introduction – Why design thinking?
- Dream – Envisioning the ideal
- Discover – Framing the problem
- Discover – Empathetic understanding of user (ethnographic research)

### DAY 2

- Discover – Learning journey/ discovering empathy
- Ideation – Reframing the problem
- Ideation – Designing the solution

### DAY 3

- Prototyping – Building the solution
- Prototyping – Getting feedback
- Synthesise – Telling the story

## Programme Details



3 days\*  
9.00am — 5.30pm  
(Daily)

## Who Should Attend

This course is designed for anyone who is interested in Design Thinking, and would like to acquire skills to develop innovative and creative solutions that are based on user needs

## Pre-requisites

None

## Participants will learn

- Gain an understanding of the ‘why’, ‘what’ and ‘how’ of Design Thinking
- Solve real life problems by applying structured 5-step Design Thinking process
- Gain empathy by learning and applying ethnographic research skills



# DIGITAL AND AGILE TRANSFORMATION

This course will provide you with the concept and application of a transformative mind set shift and the ability to lead and rally your organisation to become more digital and receptive to the needs of your operation and customers. You will be equipped with a sound understanding of agile and digital strategies and techniques to unleash new digital initiatives for developing innovative business strategies. Case studies on application of digital Strategies would include the use of new technologies, capitalising on digital trends best practices.

*(In collaboration with: ThoughtWorks)*

## Course Outline

### Day 1

- Digital trends and challenges
- New business models, opportunities from new technologies
- Agility in teams, product life cycle and enterprise
- Enabling architectures and technologies

### Day 2

- Visualizing the digital landscape and charting the digital roadmap
- Managing the digital portfolio
- Scoping the Minimal Viable Product (MVP)
- Planning the digital delivery, organizing digital teams
- Generating growth through data and analytics

### Day 3

- Bridging the gap between business & IT (architecture)
- Automating the product/application delivery
- Moving from legacy to more agile microservices architectures and platforms
- Strategising and leading the digitalisation effort in your organisation
- Transforming the digital development and business processes

## Course Details



3 days\*  
9.00am — 5.30pm  
(Daily)

## Who Should Attend

This programme will benefit middle management personnel of organisations & enterprises who have the responsibility to lead and rally their organisation to become more digital and more agile to the needs of customers.

## Pre-requisites

None

## Participants will learn

- Achieve enterprise digital agility and set up a digital capability within your organisation
- Strategise and lead digitisation initiatives, and set up measures to drive digital success
- Plan development infrastructure to support agile development
- Gain insight into latest technology and digital trends

# TRANSFORMING MINDSETS FOR TOMORROW

As leaders in your industry, you have the responsibility to lead and transform your organisation to be agile and proactive in anticipating and adapting to rapidly changing business environments, for example, changing demographics of worker population and digital disruption.

This course will provide you with the concepts, methods, frameworks and industry-specific case studies, to diagnose the state of transformation in your organisation, analyse industry trends, identify potential gaps to effect holistic transformation and develop a "transformation roadmap" unique to your organisation's vision, purpose and strengths.

*(In collaboration with: Awaken Group)*

## Course Outline

### DAY 1

- Introduction
- Purpose – Understanding transformation. Why transform?
- What kind of leader do I need to be to support transformation?
- Dream - Envisioning the ideal

### DAY 2

- Discover – Diagnose current state
- Discover – Uncover gaps using S'PECL frame
- Discover – Prioritising solution space

### DAY 3

- Ideate – Uncovering solutions
- Ideate – Design Transformation Roadmap
- Reflection

## Programme Details



3 days\*  
9.00am — 5.30pm  
(Daily)

## Pre-requisites

None

## Who Should Attend

This programme will benefit Director level and senior management

## Participants will learn

- Gain a big picture understanding of the commercial landscape and the purpose of transformation
- Identify possible gaps in your organisation and industry
- Problem-solving techniques to address difficult issues with creativity and critical thinking
- Introduction to & application of SPEC'L framework to help your organisation transform systematically

