

Topic Synopsis - SgPools Academy-SP Connexion (Business Process Management)

SgPools Academy-SP Connexion Programme offers 6-month course in Business Process Management to enable mid-career jobseekers to acquire up-to-date skills and receive on-the-job training in the social service sector to stay relevant, for now and the future. Programme modules breakdown are as follows:

1. Certificate in Effective Communication

This certificate covers the key communication areas which include report writing, crafting impactful presentation, communications between generations and building digital confidence in the workplace.

2. Certificate in Stakeholder Management & Change Management

This certificate introduces key concepts in the areas of include mindset transformation for the workplace, conflict management and negotiation, stakeholder relations, creative problem solving and decision making, managing & facilitating organisational change and transition and business process re-engineering in the workplace.

3. Certificate in Service Innovation and Project Management

This certificate introduces key concepts in the areas of include service & process innovation design, project management professional, process improvement project in the workplace.

4. Certificate in Data Analytics and Visualisation

This certificate introduces key concepts in the areas of include data analytics using advanced excel, data visualisation, creating dashboards & data stories, data analytics using statistical methods.

5. Practicum

This project module provides opportunities for learners embark on an industry project either in-house or in an attachment to a company.