

Public Service Transformation using Design Thinking & Innovation

In the face of increasing manpower and budget constraints, there is urgency to transform the Public Service, deliver higher-quality service to citizens, and operate more efficiently as One Public Service. Design Thinking is an innovation tool that can help Public Servants achieve this goal using a human-centred approach to solutioning.

This workshop will teach Public Servants how to:

- Define what “Transformation” means to your unit or department
- Use design thinking tools to effectively transform and creatively enhance your immediate areas of work, be it HR, finance, planning, logistics, operations, policy, corp comms, OD, training, etc
- Identify who your “customers” are under different work scenarios
- Reframe tricky problems and make them easier to solve
- Diagnose the root causes to problems and describe them more precisely
- Generate and propose new transformative ideas for the new FY easily
- Test out new ideas in ways that won’t disrupt current operations
- Jumpstart and grow an enduring culture of transformation and innovation at your workplace

About the Trainer

Joel Ng has more than 12 years of experience leading innovation in the Public Service. He is an IDEO-U certified practitioner trained in Design Thinking, Service Design, Change Management, Behavioural Insights and Lean Processing. During his time in the Service, he served as the Innovation Lead at the Ministry of Home Affairs (MHA) and a Senior Business Analyst for Service Design at GovTech, driving both strategic and operational innovation initiatives. He has a Bachelor of Electrical Engineering and a Graduate Diploma in Leading and Sustaining Change.



Date 16, 23 or 30 Aug 19 (Select one)

Time 9am to 5pm

Venue Realty Centre (near Tanjong Pagar MRT)

Price \$220/pax (Free Guidebook, see website)

Enquiries grasp guru@gmail.com

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