INTRODUCTION TO INNOVATION, DESIGN THINKING AND CHANGE MANAGEMENT COURSE

COURSE OVERVIEW

- This basic-level course offers a comprehensive yet gentle introduction to the concept of innovation – its benefits, pitfalls, inner workings of essential tools, and culture change levers to become a pacesetter in the digital economy.
- The course will be delivered through learner-friendly, bite-sized packages that encourage ownership of learning through interactive activities.

COURSE OUTLINE AND OBJECTIVES

Part 1 – Introduction to Innovation

Objectives:

- *Prepare the heart and mind to embrace innovation*
- *Learn the fundamentals of innovation*
- *Provide strategies to overcome common innovation roadblocks*

1. Innovation vs Creativity vs Invention
2. Purpose for innovation
3. Why we don't innovate, and what we can do about it
4. Categories of innovation
5. Key insights to innovation
6. Innovation hacks

Part 2 – Design Thinking

Objectives:

- *Learn the fundamentals of design thinking*
- *Learn the tools of design thinking*
- *Practise the tools of design thinking*

7. Background of design thinking
8. Empathy and assumptions
9. Journey Mapping
10. Pains and gains
11. The deeper issue
12. Creative solutions
13. Prototype and testing

Part 3 – Change Management

Objectives:

- *Understand the role of change management*
- *Learn change management frameworks*
- *Know where and how to apply change management frameworks*

14. Envisioning and setting the current state
15. The GROW model (Part i)
16. Organisation diagnostic tools
17. The GROW model (Part ii)
18. Sustaining change
19. 5Ps to a successful innovation culture

RECOMMENDED PARTICIPANTS

Servicemen at any level who wish to learn more about innovation and how to implement it in practical ways within the organisation.

DURATION / MIN. PAX

2 days / 30 pax

COURSE FEE

$820/ pax

ABOUT OUR COMPANY 'GRASP GURU'

We are specialists in innovation application. We empower clients to discover opportunities for improvement and to solve problems creatively.

No two client proposals are identical – we actively apply smart learning design to customise and curate our training and consultancy content and services, tailoring them to suit clients' unique needs and preferences.

We integrate complementary business and organisational excellence tools such as Change Management, Behavioural Insights and Lean Processing into Design Thinking to offer a more complete solutioning toolkit to our clients. This new framework is called the GRASP™ methodology.

ABOUT THE TRAINER

Joel Ng has more than 13 years of experience as an innovator and problem-solving practitioner. He is a certified Design Thinking practitioner with IDEO-U and trained in Design Thinking, Service Design, Change Management and Behavioural Insights. Joel has an Advanced Certificate in Training and Assessment (ACTA), Graduate Diploma in Leading and Sustaining Change, and is a certified Associate Adult Educator under the Institute for Adult Learning's (IAL) Adult Educator Professionalism programme (AEP-AAE).

An Electrical Engineering major from NUS, he was formerly the Head of Innovation at the Ministry of Home Affairs (MHA) and Organisational Development advocate tasked to drive and sustain a transformative culture within MHA. He later joined GovTech as their Senior Consultant for Service Design. His role was to apply Design Thinking to tackle national-level projects (an example [here]).

Joel is currently the CEO and Founder of GRASP Guru, and also Associate Lecturer in Design Thinking and Service Design with NTUC Learning Hub, Nanyang Polytechnic and Republic Polytechnic.

He invented the proprietary GRASP™ methodology that combines Design Thinking with Behavioural Insights and Lean Processing principles for more holistic solutioning. He published *'Innovation within GRASP - the Ultimate Cheatbook in Innovative Solutioning'*, a layman's guide to the GRASP™ innovation process.

He regularly conducts workshops and leads consultancy projects to disciple private and public sector agencies in the mastery and application of Innovation, Change Management and GRASP™.