

2026

TOP ORGANISATIONAL TRENDS – TRAINING & DEVELOPMENT CATALOGUE

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Success You Can Measure

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2026 will intensify pressures across public, private, and social sectors: digital disruption, resource constraints, climate risk, and rising stakeholder expectations. Workforce development is a strategic lever. This catalogue organises learning around **ten enterprise-critical trends**. For each trend, you will find **ten programmes** with **Overview, Learning Objectives, Intended Audience, and Duration**.

Why ILC

Since 1998, we have covered a total of more than 107,000 participants across more than 4,000 customised workshops.

Our Achievements

100K+

participants across the private, government, and social sector.

4,000+

customised workshops targeting different subject matters.

>80%

rated our courses as 'Excellent' (5) to 'Very Good' (4).

Our Training Paradigm



Train

knowledge is transferred academically.



Embed

knowledge is applied systematically.



Coach

knowledge is reinforced personally.



Training combined with coaching results in **88% increase in productivity**.

Executive Summary



This executive summary highlights the 10 key trends shaping the public, private, and social sectors in 2026, with recommended flagship programmes for CEOs and senior decision-makers. The aim is to provide a concise reference for prioritising organisational development investments.

1) Adaptive Leadership & Succession Planning

Real Leadership – Develop leaders who can thrive in uncertainty.

2) Sustainability & ESG Imperatives

Leading Transformation in Sustainability – Embed ESG into business strategy.

3) Hybrid Work & Collaboration

Leadership Conversations – Foster trust and engagement in hybrid workplaces.

4) Crisis & Conflict Management

Crisis Leadership & Conflict Resolution – Equip leaders to stabilise teams in volatile environments.

5) Professional Presence & Relationships

Social Leadership Singapore (SLS) – Build social sector leadership capacity and cross-sector collaboration.

6) Organisational Agility & Change

The Work Itself – Align staff effort with organisational strategy for execution excellence.

7) Resilience, Inclusion & Diversity

Collaborative Leadership – Build inclusive leadership across boundaries.

8) Digital Transformation & AI

AI for Managers – Practical applications of AI for decision-making and strategy.

9) Talent Retention & Well-being

Coaching for Results – Strengthen employee engagement and retention.

10) Cross-Sector Collaboration

Strategic Partnerships & Alliances – Structure and sustain impactful collaborations.



01

Adaptive Leadership & Succession Planning

“The bold objective of the real leadership process is to develop in managers a capacity for leadership that goes beyond current expertise into the realm of generating breakthrough results and transitioning the organisation to a higher level of performance and contribution.”

– Prof Dean Williams, Public Leadership Center, Harvard University Kennedy School of Government

Leaders must align long-term vision with near-term execution while navigating uncertainty. Build adaptive capacity and durable pipelines to sustain performance.

1.1 Real Leadership

Overview: Adaptive leadership based on Prof. Dean Williams' approach to mobilising people and resources across boundaries.

Learning Objectives:

- Diagnose adaptive challenges
- Orchestrate productive conflict and learning
- Exercise leadership beyond authority

Intended Audience: Senior managers, directors, high-potential leaders

Duration: 2 days

1.2 Social Leadership Singapore (SLS)

Overview: A 4-month leadership development programme led by Dr Dean Williams, to mobilise people and resources across boundaries to tackle complex social challenges.

Learning Objectives:

- Lead change with courage, empathy, and purpose
- Strengthen self-awareness and leadership impact
- Build cross-sector collaboration for sustainable change

Intended Audience: Senior managers, directors, high-potential leaders

Duration: 6 days of in-person sessions over 4 months, with readings, assignments, and applied projects.

1.3 Leadership Conversations

Overview: High-quality dialogue as the core operating system for leadership.

Learning Objectives:

- Hold difficult conversations
- Align stakeholders in hybrid settings
- Close the say-do gap

Intended Audience: Managers at all levels

Duration: 2 days

1.4 Collaborative Leadership

Overview: Lead across functions and sectors to solve complex problems.

Learning Objectives:

- Build coalitions
- Design shared goals and incentives
- Resolve misalignments quickly

Intended Audience: Cross-functional leaders, programme heads

Duration: 2 days

1.5 Strategic Thinking & Execution

Overview: Translate vision into executable strategy with clear priorities and outcomes.

Learning Objectives:

- Use strategic analysis tools
- Cascade OKRs/KPIs
- Run governance for fast feedback

Intended Audience: Executives, strategy teams

Duration: 3 days

1.6 Leadership Communication for Breakthroughs

Overview: Cross-boundary communication to mobilise commitment.

Learning Objectives:

- Engage stakeholders
- Handle breakdowns
- Sustain momentum

Intended Audience: Senior leaders

Duration: 2 days

1.7 Authentic Leadership in Practice

Overview: Lead with values, credibility, and consistency to earn trust.

Learning Objectives:

- Clarify personal leadership purpose
- Strengthen integrity and followership
- Handle ethical dilemmas

Intended Audience: Senior leaders

Duration: 2 days

1.8 Leading with Emotional Intelligence

Overview: Strengthen self-awareness, empathy, and influence to lead through change.

Learning Objectives:

- Apply EQ to decision-making
- Coach for performance
- Create psychologically safe teams

Intended Audience: Managers and team leads

Duration: 2 days

1.9 Resilient Leadership under Pressure

Overview: Sustain performance in crises and ambiguity.

Learning Objectives:

- Manage stress and decision quality
- Stabilise teams under pressure
- Adapt plans rapidly

Intended Audience: Managers, executives

Duration: 2 days

1.10 Global & Cross-Cultural Leadership

Overview: Operate credibly across cultures and geographies.

Learning Objectives:

- Navigate cultural differences
- Communicate across borders
- Lead global teams effectively

Intended Audience: Senior managers, global project leaders

Duration: 3 days

1.11 Equipping Your Managers *(Available in Mandarin)*

Overview: Practical, stage-based programmes that equip new, experienced, and advanced managers with the skills to lead effectively, influence across hierarchies, and achieve results through others. Developed by Craig Garshelis of Spotlight Consulting, USA

Learning Objectives:

- Transition smoothly from individual contributor to manager.
- Build inclusive, trust-based relationships and align teams to organisational goals.
- Expand influence, manage upwards diplomatically, and drive strategic change.

Intended Audience: Newly appointed, experienced, and advanced managers across private and government sectors.

Duration: 1–2 days (modular)

1.12 Coaching for Leadership Growth

Overview: Embed a coaching culture to scale leadership capacity.

Learning Objectives:

- Use a structured coaching model
- Develop listening and questioning mastery
- Create developmental plans

Intended Audience: Supervisors, senior managers

Duration: 2 days

1.13 Succession Planning & Talent Development

Overview: End-to-end approach to identifying, accelerating, and retaining future leaders.

Learning Objectives:

- Define critical roles and success profiles
- Design pipelines and development paths
- Measure bench strength and risk

Intended Audience: HR leaders, business unit heads

Duration: 2 days



02

Sustainability & ESG Imperatives

“Integrating sustainability into business strategy is no longer optional — it’s essential for long-term competitiveness and resilience.”

— Paul Polman, Former CEO of Unilever

Stakeholders, regulators, and markets demand credible ESG action. Build literacy and execution muscle from board to front line.

2.1 ESG – Be a Green Company

Overview: Embed eco-friendly practices and align with ESG frameworks and reporting.

Learning Objectives:

- Prioritise ESG material topics
- Design initiatives that reduce impact
- Build data and reporting capability

Intended Audience: CSR/ESG officers, functional managers

Duration: 2 days

2.2 Leading Transformation in Sustainability

Overview: Lead sustainability as enterprise change using strategy, neuroscience, and AI tools.

Learning Objectives:

- Link ESG to value creation
- Shape mindsets and culture
- Integrate sustainability into portfolio choices

Intended Audience: Executives, strategy leaders

Duration: 3 days

2.3 Sustainability Reporting & Compliance

Overview: Practical ESG reporting using prevailing standards and regulations.

Learning Objectives:

- Map disclosures
- Strengthen internal controls
- Assure data quality

Intended Audience: Compliance, finance, ESG teams

Duration: 2 days

2.4 Sustainable Supply Chains

Overview: Extend ESG into procurement and supplier ecosystems.

Learning Objectives:

- Assess supplier risk
- Green procurement playbook
- Supplier engagement mechanisms

Intended Audience: Supply chain and procurement leaders

Duration: 2 days

2.5 Climate Leadership

Overview: Translate climate risk into strategy and credible transition plans.

Learning Objectives:

- Scenario and risk assessment
- Set targets and roadmaps
- Engage internal and external stakeholders

Intended Audience: Executives, public policy leaders

Duration: 2 days

2.6 Green Innovation & Circular Economy

Overview: Innovate products and services using circular design principles.

Learning Objectives:

- Identify circular opportunities
- Redesign processes
- Measure lifecycle impact

Intended Audience: R&D, product, operations leaders

Duration: 3 days

2.7 ESG for Boards

Overview: Strengthen board oversight of ESG risks and opportunities.

Learning Objectives:

- Clarify fiduciary duties
- Set ESG strategy and risk appetite
- Oversee reporting and assurance

Intended Audience: Board members, corporate secretariat

Duration: 1 day

2.8 Community Impact Leadership

Overview: Design and evaluate programmes that create shared value with communities.

Learning Objectives:

- Stakeholder mapping
- Impact logic models
- Outcome evaluation

Intended Audience: CSR and social sector leaders

Duration: 2 days

2.9 Responsible Finance & Investment

Overview: Integrate ESG into capital allocation and investment decisions.

Learning Objectives:

- ESG screening approaches
- Stewardship and engagement
- Portfolio measurement

Intended Audience: Finance leaders, investment committees

Duration: 2 days

2.10 Sustainability Communications & Influence

Overview: Communicate credibly to avoid greenwashing and build trust.

Learning Objectives:

- Craft clear narratives
- Handle scrutiny
- Align internal and external messaging

Intended Audience: Executives, comms leaders

Duration: 1 day

03

Hybrid Work, Communication & Collaboration

“There is no one-size-fits-all approach to hybrid work, as employee expectations continue to change. The only way for organizations to solve for this complexity is to embrace flexibility across their entire operating model, including the ways people work, the places they inhabit, and how they approach business process.”

— Satya Nadella, CEO of Microsoft

Hybrid is here to stay. Build clarity, empathy, and cadence for distributed execution.

3.1 Leadership Conversations (Hybrid)

Overview: Run high-stakes conversations that align teams in distributed settings.

Learning Objectives:

- Structure conversations for decisions
- Use facilitation micro-skills
- Close loops and follow-through

Intended Audience: Team leads, managers

Duration: 2 days

3.2 Effective Communication in Hybrid Work

Overview: Clarity, brevity, and empathy across channels and time zones.

Learning Objectives:

- Design async workflows
- Reduce meeting load
- Write for action

Intended Audience: All professionals

- Duration: 2 days

3.3 Exemplifying EQ at Work

Overview: Emotional intelligence for collaboration under pressure.

Learning Objectives:

- Regulate emotions
- Read cues in virtual settings
- Support teammates proactively

Intended Audience: Managers, ICs

Duration: 2 days

3.4 The POWER NLP Model in Writing & Speaking

Overview: Use NLP-based techniques to structure messages and influence ethically.

Learning Objectives:

- Build rapport
- Anchor key ideas
- Overcome communication blocks

Intended Audience: Presenters, trainers, managers

Duration: 2 days

3.5 5% Communicator – Global Executive Mindset

Overview: Elevate presence and influence with senior stakeholders.

Learning Objectives:

- Command briefings
- Navigate disagreements
- Build trust quickly

Intended Audience: High-potential talent

Duration: 1 day

3.6 GEM – Advanced Presentation Skills 2.0

Overview: Plan and deliver high-impact presentations.

Learning Objectives:

- Design for attention and recall
- Handle Q&A
- Use involvement strategies

Intended Audience: Managers and leaders

Duration: 1 day

3.7 Strategic Storytelling for Business

Overview: Craft narratives that simplify complexity and drive decisions.

Learning Objectives:

- Story structure
- Data-to-story translation
- Call-to-action clarity

Intended Audience: Leaders, sales, product

Duration: 1 day

3.8 Fostering Team Cohesiveness through Effective Conversations

Overview: Resolve disagreements and align intergenerational teams.

Learning Objectives:

- Feedback that lands
- Conflict de-escalation
- Team norms and rituals

Intended Audience: People managers

Duration: 2 days

3.9 Communicating with Clarity in High-Stress Environments

Overview: Maintain accuracy and calm under pressure.

Learning Objectives:

- Briefing discipline
- Non-verbal alignment
- Scenario drills

Intended Audience: Operations leaders, public-facing roles

Duration: 1 day

3.10 Building Professional Relationships using NLP

Overview: Tools to create rapport and manage conflicts.

Learning Objectives:

- Active listening
- Questioning frameworks
- Win-win outcomes

Intended Audience: All staff

Duration: 1–2 days

04

Crisis Management & Conflict Resolution



“You never let a serious crisis go to waste. And what I mean by that is it’s an opportunity to do things you think you could not do before.”

Rahm Emanuel, former White House Chief of Staff & Mayor of Chicago

Build enterprise resilience to shocks with decisive leadership and conflict mastery.

4.1 Crisis Leadership & Rapid Response

Overview: Lead teams through disruption with clarity and speed.

Learning Objectives:

- Set incident objectives
- Decision-making under stress
- After-action reviews

Intended Audience: Public/private/NGO leaders

Duration: 3 days

4.2 Handling Difficult Situations & Conflict

Overview: De-escalation and resolution skills for frontline and leaders.

Learning Objectives:

- Recognise triggers
- Use empathy techniques
- Negotiate outcomes

Intended Audience: Supervisors, managers

Duration: 1 day

4.3 Getting from No to Yes – Negotiation

Overview: Collaborative negotiation to create value and protect relationships.

Learning Objectives:

- MAP positions to interests
- BATNA preparation
- Manage tough tactics

Intended Audience: Managers, sales, procurement

Duration: 2 days

4.4 Critical Listening & Questioning Skills

Overview: Reduce errors from miscommunication in high-stakes contexts.

Learning Objectives:

- Active listening levels
- Focused discussion process
- Feedback that sticks

Intended Audience: All managers

Duration: 2 days

4.5 How to Manage Difficult Situations & Manage Anger

Overview: Turn negative emotions into constructive action.

Learning Objectives:

- Self-regulation
- Conflict reframing
- Practical scripts

Intended Audience: All staff

Duration: 2 days

4.6 Risk & Scenario Planning Bootcamp

Overview: Anticipate disruptions and stress-test plans.

Learning Objectives:

- Build scenarios
- Premortems
- Trigger-based response plans

Intended Audience: Strategy, operations leaders

Duration: 2 days

4.7 Media & Public Communication in Crises

Overview: Protect trust with timely, accurate messaging.

Learning Objectives:

- Message discipline
- Press handling
- Stakeholder mapping

Intended Audience: Executives, comms leads

Duration: 1 day

4.8 Teleconference & Remote Meeting Mastery

Overview: Lead productive remote meetings and decisions.

Learning Objectives:

- Structure for outcomes
- Engagement tools
- Consensus methods

Intended Audience: Managers

Duration: 2 days

4.9 Project Management in Emergencies

Overview: Deliver under compressed timelines and constraints.

Learning Objectives:

- Rapid scoping
- Resource triage
- Agile cadence

Intended Audience: Project leaders

Duration: 2 days

Professional Presence & Relationship Building

“More and more people in the workforce – and almost most knowledge workers – will have to manage themselves. They will have to place themselves where they can make the greatest contribution; they will have to learn to develop themselves. They will have to learn to stay good and mentally alive during a fifty-year working life. They will have to learn how and when to change what they do, how they do it and when they do it.

Peter f. Drucker, Author Of Management Challenge for the 21st Century.

Presence, credibility, and networks shape opportunity and influence.

5.1 Professional Branding with Confidence & Authority

Overview: Craft an authentic, credible professional image and voice.

Learning Objectives:

- Presence fundamentals
- Message-image alignment
- Stakeholder mapping

Intended Audience: Mid-career professionals

Duration: 2 days

5.2 Outclass the Competition – Corporate & Social Etiquette

Overview: Business etiquette for high-stakes settings including events and dining.

Learning Objectives:

- First impressions
- Protocol and etiquette
- Networking fluency

Intended Audience: All professionals

Duration: 1 day

5.3 Professional Dining Etiquette

Overview: Operate confidently in formal business meals.

Learning Objectives:

- Host/guest responsibilities
- Seating and toasts
- Conversation flows

Intended Audience: Client-facing roles, leaders

Duration: 1 day

5.4 Relationship Building & Networking Mastery

Overview: Build and sustain strategic relationships.

Learning Objectives:

- Warm outreach
- Value exchange
- Follow-up systems

Intended Audience: Sales, partnership, leaders

Duration: 1 day

5.5 GEM – Global Executive Mindset

Overview: Develop executive presence for global contexts.

Learning Objectives:

- Executive briefings
- Cultural nuance
- Influence at the top

Intended Audience: Rising leaders

Duration: 2 days

5.6 5% Communicator

Overview: High-impact communication in the small moments that matter.

Learning Objectives:

- Personal connection
- Managing disagreement
- Senior visibility

Intended Audience: High-potential talent

Duration: 1 day

5.7 Strategic Storytelling

Overview: Narratives that move decisions and behaviour.

Learning Objectives:

- Audience analysis
- Structure for impact
- Story with data

Intended Audience: Leaders, comms, sales

Duration: 1 day

5.8 Building Professional Relationships using NLP

Overview: Use NLP tools to create trust and resolve friction.

Learning Objectives:

- Rapport
- Language patterns
- Conflict recovery

Intended Audience: All staff

Duration: 1–2 days

5.9 Executive Writing Lab

Overview: Write concise, outcome-oriented executive documents.

Learning Objectives:

- BLUF technique
- Actionable recommendations
- Editing discipline

Intended Audience: Managers, chiefs of staff

Duration: 1 day

5.10 Mentoring & Sponsorship for Advancement

Overview: Design and run effective mentoring and sponsorship programmes.

Learning Objectives:

- Match and manage pairs
- Measure outcomes
- Scale equity of opportunity

Intended Audience: HR, DEI, leadership

Duration: 1 day

06

OLD WAY

NEW WAY

Organisational Agility & Change Management

“Change is ‘making or becoming different’. Change is the law of life. Those who look only to past or present are certain to miss the future.”

-John F Kennedy

Move from plans to outcomes with agility, alignment, and change fluency.

6.1 The Work Itself – Aligning for Execution

Overview: Link every role and task to strategy to eliminate ‘fake work’.

Learning Objectives:

- Prioritise critical tasks
- Team work plans
- Accountability cadence

Intended Audience: Executives, line managers

Duration: 1–3 days

6.2 Managing Organisational Change Using NLP

Overview: Navigate human dynamics of change with NLP tools.

Learning Objectives:

- Map responses to change
- Design communication
- Reduce resistance

Intended Audience: Change leaders, HR

Duration: 2 days

6.3 Leading Change – Strategy into Action

Overview: Hands-on tools to lead and land change.

Learning Objectives:

- Align sponsors
- Create change stories
- Track adoption and benefits

Intended Audience: Managers and change agents

Duration: 2 days

6.4 Change Leaders Course

Overview: Intensive toolkit for leading through complexity.

Learning Objectives:

- Diagnose readiness
- Coach teams
- Resolve dilemmas

Intended Audience: Mid-senior leaders

Duration: 3 days

6.5 Dealing Effectively with Change

Overview: Personal skills to thrive during transitions.

Learning Objectives:

- Self-management
- Opportunity framing
- Wellness plan

Intended Audience: All staff

Duration: 2 days

6.6 Tackling Transitions: Building Resilience

Overview: Coach teams through uncertainty to maintain productivity.

Learning Objectives:

- Communicate with trust
- Dissipate stress
- Coach resilience

Intended Audience: Managers

Duration: 2 days

6.7 How to Successfully Introduce and Deal with Change

Overview: From assessment to sustaining change.

Learning Objectives:

- Assess impact
- Respond proactively
- Sustain gains

Intended Audience: Managers, team leads

Duration: 2 days

6.8 Managing and Leading Change with Impact

Overview: Equip managers with practical change tools.

Learning Objectives:

- Clarify mission and path
- Manage responses
- Lead teams through change

Intended Audience: Supervisors, managers

Duration: 2 days

6.9 Organisational Retrospectives & Learning Loops

Overview: Turn projects into institutional learning.

Learning Objectives:

- After-action methods
- Root cause analysis
- Knowledge capture

Intended Audience: PMOs, ops leaders

Duration: 1 day

6.10 OKRs & Performance Routines for Agility

Overview: Create focus and cadence with OKRs and weekly business reviews.

Learning Objectives:

- Set outcomes not tasks
- Design cadences
- Run decision forums

Intended Audience: Leaders at all levels

Duration: 1 day

A group of diverse people, including a woman with glasses and a man with a beard, are leaning over a table, working together on a project. They appear to be in a collaborative, creative environment.

07

Resilient, Inclusive & Diverse Teams

“Diversity and inclusion, which are the real grounds for creativity, must remain at the center of what we do. By celebrating the richness of different perspectives, we strengthen resilience, unlock innovation, and build organizations that can thrive in complexity.”

-Marco Bizzarri, Former President & CEO of Gucci

Resilience and inclusion are performance multipliers, not add-ons.

7.1 Building Resilient Teams

Overview: Maintain morale, clarity, and performance under pressure.

Learning Objectives:

- Team resilience rituals
- Load management
- Recovery plans

Intended Audience: Supervisors, team leads

Duration: 2 days

7.2 Collaborative Leadership

Overview: Harness diversity to co-create solutions.

Learning Objectives:

- Inclusive decision-making
- Shared accountability
- Conflict-to-innovation

Intended Audience: Team leaders, managers

Duration: 2 days

7.3 Inclusive Leadership Essentials

Overview: Everyday practices that create belonging and performance.

Learning Objectives:

- Bias interrupters
- Voice and safety
- Inclusive feedback

Intended Audience: All people managers

Duration: 1 day

7.4 Psychological Safety by Design

Overview: Design team norms and behaviours that enable candour.

Learning Objectives:

- Norms and rituals
- Error reporting
- Learning behaviours

Intended Audience: Leaders and scrum masters

Duration: 1 day

7.5 Intergenerational Collaboration

Overview: Bridge expectations and working styles across generations.

Learning Objectives:

- Shared compacts
- Feedback preferences
- Tooling choices

Intended Audience: Managers, HR

Duration: 1 day

7.6 Facilitation for Inclusive Problem Solving

Overview: Run workshops that include all voices and move to action.

Learning Objectives:

- Structured facilitation
- Visual methods
- Consensus building

Intended Audience: Project leaders, facilitators

Duration: 2 days

7.7 Well-being & Burnout Prevention for Leaders

Overview: Protect capacity and sustainability of your teams.

Learning Objectives:

- Stress signals
- Workload design
- Boundaries and recovery

Intended Audience: People managers

Duration: 1 day

7.8 Conflict Literacy for Diverse Teams

Overview: Channel friction into productive outcomes.

Learning Objectives:

- Conflict styles
- Repair conversations
- Agreements and norms

Intended Audience: All teams

Duration: 1 day

7.9 Accessibility & Universal Design at Work

Overview: Design workflows and communication for all abilities.

Learning Objectives:

- Accessible documents
- Meeting practices
- Assistive tech basics

Intended Audience: HR, ops, IT

Duration: 1 day

7.10 Mentor–Coach for Inclusion

Overview: Use mentoring and coaching to increase equity of opportunity.

Learning Objectives:

- Set goals
- Sponsor talent
- Measure impact

Intended Audience: Senior leaders, ERG sponsors

Duration: 1 day

Digital Transformation, AI & Innovation

“AI is the defining technology of our time. It will reshape how we live, work, and do business.”

— Satya Nadella, CEO of Microsoft

Build digital fluency and responsible AI adoption to unlock productivity and service quality.

8.1 AI for Managers & Decision-Makers

Overview: Practical AI concepts, opportunities, and guardrails.

Learning Objectives:

- Identify use-cases
- Assess risks and bias
- Measure ROI

Intended Audience: Mid-senior managers

Duration: 2 days

8.2 Digital Transformation Roadmap

Overview: Plan and execute modernisation across processes and tech.

Learning Objectives:

- Value stream mapping
- Tech portfolio choices
- Change and adoption

Intended Audience: Strategy, operations leaders

Duration: 3 days

8.3 Data-Driven Decision-Making

Overview: Use data storytelling and basic analytics to inform choices.

Learning Objectives:

- Frame decisions
- Choose metrics
- Communicate insights

Intended Audience: Leaders and analysts

Duration: 2 days

8.4 Automation & Process Improvement

Overview: Lean and automation to remove toil and error.

Learning Objectives:

- Identify automation candidates
- Redesign processes
- Govern automation

Intended Audience: Ops leaders, IT

Duration: 2 days

8.5 Cyber Hygiene for Leaders

Overview: Reduce cyber risk via human and process controls.

Learning Objectives:

- Threat awareness
- Incident playbooks
- Resilience drills

Intended Audience: Executives, managers

Duration: 1 day

8.6 Design Thinking for Innovation

Overview: Human-centred methods to de-risk innovation.

Learning Objectives:

- User research
- Prototyping
- Test and learn

Intended Audience: Product, service, policy teams

Duration: 2 days

8.7 AI in Marketing & Sales

Overview: Use AI tools to segment, personalise, and optimise campaigns.

Learning Objectives:

- Journey analytics
- Content generation guardrails
- Attribution

Intended Audience: Marketing, sales leaders

Duration: 1 day

8.8 Digital Ethics & Governance

Overview: Responsible tech principles and governance models.

Learning Objectives:

- Ethical frameworks
- Oversight forums
- Transparent comms

Intended Audience: Policy, IT, compliance

Duration: 1 day

8.9 Embracing Technological Changes in the Workplace

Overview: Prepare people and processes for new tech.

Learning Objectives:

- Readiness assessments
- Enablement plans
- Support models

Intended Audience: All departments

Duration: 1 day

8.10 Innovation Portfolio Management

Overview: Balance horizon portfolios and kill-lists for focus.

Learning Objectives:

- Prioritisation frameworks
- Stage-gates
- Benefits tracking

Intended Audience: Executives, innovation leaders

Duration: 1 day



09

Talent Retention, Engagement & Well-being

“Take care of your employees and they will take care of your business. It’s
as simple as that.”

— Richard Branson, Founder of Virgin Group

Retain mission-critical talent through meaningful work, growth,
and health.

9.1 Coaching for Results

Overview: Build a coaching culture that boosts engagement and performance.

Learning Objectives:

- Contracting for coaching
- GAINS/5-step models
- Measure outcomes

Intended Audience: People managers, HRBPs

Duration: 2 days

9.2 Work-Life Integration & Well-being

Overview: Practical tools for energy, focus, and boundaries.

Learning Objectives:

- Workload triage
- Habits and recovery
- Peer accountability

Intended Audience: All staff

Duration: 1 day

9.3 Performance Feedback for Appraisees

Overview: Help employees get the most from performance reviews.

Learning Objectives:

- Prepare for appraisal
- Active listening
- Action planning

Intended Audience: All staff

Duration: 0.5 day

9.4 How to Conduct Performance Appraisals Impactfully

Overview: Manager toolkit for fair, effective appraisals.

Learning Objectives:

- Target setting
- Evidence-based assessment
- Development planning

Intended Audience: Managers, supervisors

Duration: 2 days + follow-up

9.5 Target Setting, SMART Goals & KPIs

Overview: Write outcome-based goals that drive value.

Learning Objectives:

- Define outputs and KPIs
- Translate strategy to role
- Conflict management basics

Intended Audience: Managers, team leads

Duration: 2 days

9.6 How to Coach and Counsel Employees

Overview: Address performance and developmental needs constructively.

Learning Objectives:

- Coaching vs counselling
- Seven-step counselling
- 5-S coaching conversation

Intended Audience: People managers

Duration: 2 days

9.7 How to Deal with Employee Attitude Problems

Overview: Contain and correct toxic behaviours.

Learning Objectives:

- Early signals
- Documentation
- Rebuild norms

Intended Audience: Supervisors

Duration: 2 days

9.8 How to Deal with Unacceptable Employee Behaviour

Overview: Resolve serious issues with legal and procedural rigour.

Learning Objectives:

- Difficult dialogues
- Discipline sessions
- Legal safeguards

Intended Audience: Managers, HR

Duration: 2 days

9.9 Time, Priorities & Deadlines

Overview: Integrated self-management for impact.

Learning Objectives:

- Prioritisation frameworks
- Project/task control
- Life-work balance

Intended Audience: All professionals

Duration: 2 days

9.10 Confidence-Based Learning (CBL) Orientation

Overview: Mastery-based learning to close capability gaps quickly.

Learning Objectives:

- Assess knowledge and confidence
- Target remediation
- Track mastery

Intended Audience: L&D leaders, managers

Duration: 1 day



10

Cross-Sector Collaboration & Partnerships

“The Sustainable Development Goals can only be realized with strong global partnerships and cooperation.”

— United Nations, Sustainable Development Goal 17

Complex challenges demand alliances that blend policy, market, and community strengths.

10.1

Leadership Conversations for Collaboration

Overview: Create alignment and shared commitment across institutions.

Learning Objectives:

- Map stakeholders
- Design coalition conversations
- Maintain momentum

Intended Audience: Senior leaders, policymakers

Duration: 2 days

10.2

Strategic Partnerships & Alliances

Overview: Negotiate, structure, and manage partnerships for impact.

Learning Objectives:

- Partner selection
- Deal structures
- Governance and KPIs

Intended Audience: Executives, NGO heads

Duration: 2 days

10.3

Developing a Strategic Framework for Alliances & Partnerships

Overview: Cross-sector partnering for innovation and resilience.

Learning Objectives:

- Risk navigation
- Alliance portfolios
- Value creation plans

Intended Audience: Corporate/public/social leaders

Duration: 1 day

10.4

Social Leadership Singapore (SLS)

Overview: Experiential programme to strengthen Singapore's social fabric.

Learning Objectives:

- Diagnose adaptive social challenges
- Mobilise networks
- Deliver breakthrough projects

Intended Audience: Nonprofit executives, public leaders

Duration: 9 days (modular)

10.5

Public-Private Partnership (PPP) Fundamentals

Overview: Structure PPPs that balance risk, value for money, and public good.

Learning Objectives:

- PPP models
- Risk allocation
- Performance management

Intended Audience: Policy and infrastructure leaders

Duration: 2 days

10.6

Policy Design & Stakeholder Engagement

Overview: Co-create policies with citizens and markets for legitimacy.

Learning Objectives:

- Problem framing
- Consultation methods
- Feedback loops

Intended Audience: Policy teams, NGO leaders

Duration: 2 days

10.7

Collaborative Grantmaking & Impact Measurement

Overview: Design grants and measure outcomes with partners.

Learning Objectives:

- Theory of change
- Outcome metrics
- Learning partnerships

Intended Audience: Philanthropy, social investors

Duration: 2 days

10.8

Systems Thinking for Cross-Sector Change

Overview: See interdependencies and find leverage points.

Learning Objectives:

- Causal loop mapping
- Intervention design
- Evaluation frameworks

Intended Audience: Leaders, analysts

Duration: 2 days

10.9

Community Co-creation & Participatory Methods

Overview: Build programmes with, not for, communities.

Learning Objectives:

- Co-design tools
- Guardrails for equity
- Sustained engagement

Intended Audience: Social sector, municipalities

Duration: 2 days

10.10

Ethics, Legitimacy & Trust in Partnerships

Overview: Maintain trust and legitimacy across diverse interests.

Learning Objectives:

- Ethical guidelines
- Transparency practices
- Accountability mechanisms

Intended Audience: All partnership leaders

Duration: 1 day



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Trainers' Profiles



Prof. Dean Williams

Adaptive leadership expert; Harvard Kennedy School; author of 'Real Leadership In A Fractured World'. Facilitates boundary-spanning leadership and breakthrough mobilisation.



Dr Avi Ratnanesan

Executive educator on inspired leadership and sustainability transformation; integrates neuroscience and AI in leadership practice.



Dr Sid Jacobson

Pioneer in Neuro-Linguistic Programming (NLP) applications for leadership, change, and communication; author and international trainer.



Stephen Krempf

Creator of the 5% Communicator and GEM; specialises in executive presence and global communication for rising leaders.



Ivy Lim

Leadership and EQ specialist; designs programmes on emotional intelligence, resilience, and stakeholder communication.



Eliza Quek

Senior OD and leadership consultant; facilitates EQ, strategic planning, and culture change interventions.

Trainers' Profiles



Enrico Varella

Management, Team Building and Performance Coach.



Dr Rinkoo Ghosh

Expert in high-stress communication, empathy, and conflict de-escalation in public-facing environments.



Margaret Theverakom

Advisor on alliances and partnerships; facilitates cross-sector collaboration strategies.



Dr Kevin Fernando

Facilitator of strategy and leadership retreats; focuses on execution discipline and strategic clarity.



Norman Chua

Strategic storytelling coach; helps leaders translate complex ideas into compelling narratives.



Dr Jerome Joseph

Brand and storytelling strategist; specialises in influence and stakeholder engagement.

Trainers' Profiles



Diana Rahman

Diana Rahman is a corporate trainer and certified coach with 24 years of experience in leadership, communication, and personal development. She has worked with clients like UOB, AIA, and MINDEF, and co-authored the Amazon #1 bestseller *Venus Rising: The Phoenix Awakens*.



Rajesh Varghese

Sustainability strategist; ESG integration and reporting practitioner for corporate transformations.



Michelle Livesley

Passionate about empowering people through person-centred, outcomes-focused practices and exploring the impact of self-management on service delivery.



Helen Sanderson

Founder of Helen Sanderson Associates, expert in person-centred practices with 30+ years in health and social care. Author of 20+ books and certified Dare to Lead™ Facilitator.



Tim Dong

Mr. Dong Jinglei is a leadership and management consultant with extensive experience advising Fortune 500 companies on performance, culture, and growth. A visiting lecturer at Peking University and Tsinghua University, he blends psychology and leadership theory to enhance self-awareness, decision-making, and team effectiveness. He is also an author and thought leader on organizational culture and leadership development.



Craig Garsheilis

Craig Garshelis is the Owner and Principal of Spotlight Consulting Inc., with extensive experience delivering leadership and management development programs across 13 countries. Craig brings deep expertise in developing leaders and driving organizational growth.



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