Meet your new classroom

We are bringing learning to you.

Civil Service College Singapore
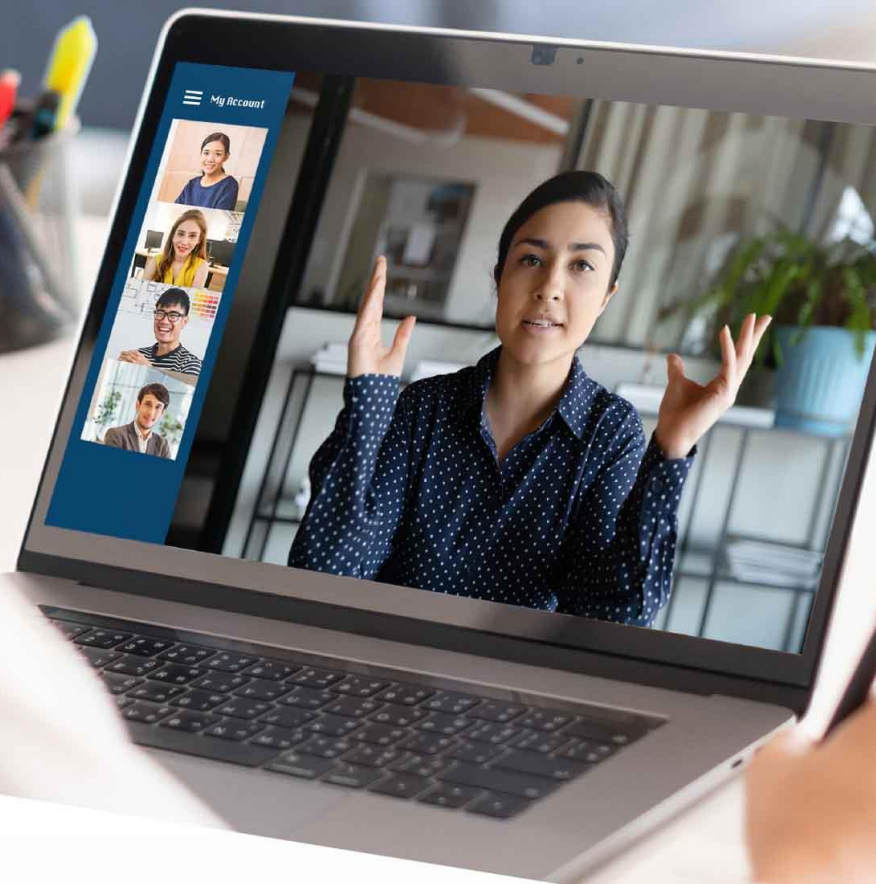
Learning never stops even during this work-from-home period. We are bringing our programmes to virtual classrooms where you can be up close with the trainers, interact with them virtually and learn new skills through different modalities. So, look forward to a new learning experience in the programmes below.

Keep a look out for our EDMs with more programme and registration details in the coming weeks.

OCTOBER

Course Titles	Dates
A Public Officer's Toolkit for Designing and Evaluating Policies and Programmes (CRPDE11)	1 - 6 Oct 2020
Engaging Customer Professionally over the Phone and Email (CRTSS12)	1 - 2 Oct 2020
Managing Public with Mental Health Issues (CRMCMVL)	1 - 2 Oct 2020
Oral History Narrative Workshop: Documenting COVID-19 (CRONW10)	2 Oct 2020
5 Languages of Appreciation at Work (CRFLAW2)	5 - 6 Oct 2020
Towards a Future-Ready Workforce: A Practical Approach to Strategic Workforce Planning (for SWP Practitioners) (CRSWPV)	5 - 7 Oct 2020
Vetting with Empathy (CRVEVL)	5 - 7 Oct 2020
Mediation Skills for Public Officers (CRMSKVL)	6 - 7 Oct 2020
[Monthly Pass] Building A Future-Ready Service Community: Technology Enabled Solution (EVTES)	6 – 26 Oct 2020
Robotics Process Automation (RPA) Programme for Human Resource (HR) Practitioners (CRRPAHV)	7 Oct 2020
Taking Ownership of My Performance at Work using Our Core Competencies (CRMCWV)	7 - 8 Oct 2020 13 - 14 Oct 2020 19 - 20 Oct 2020 27 - 28 Oct 2020
Engaging in Crucial Coaching Conversations (Fundamental) (CRCTC11)	8 Oct - 16 Nov 2020
Facilitating Meetings that Matter: Energising People, Achieving Outcomes (CRLAFVL)	8 – 23 Oct 2020
Managing with Empathy: In-Person Interactions (CRMPIVL)	8 - 9 Oct 2020
Introduction to Effective Writing in the Public Service (CRIEW10)	12 - 14 Oct 2020
Using Power Well in Leadership - For Directors (CRPWRVL)	12 - 19 Oct 2020
Using Power Well in Leadership - For Managers (CRPWMVL)	13 - 20 Oct 2020
Towards a Future-Ready Workforce: A Practical Approach to Strategic Workforce Planning (for Business Unit Managers) (CRSWBV)	14 - 15 Oct 2020

Programme	Date
Writing with Empathy (CRWEV10)	19 - 23 Oct 2020
CSC-ISCA: Managing Conflict of Interest and Related-Party Transactions (CRICCVL)	20 - 21 Oct 2020
Leveraging your Organisational Savvy: Using Politics and Power Ethically (CROSYVL)	21 Oct - 25 Nov 2020
9th Learn to Lead Programme (MSLTLP)	22 Oct - 4 Dec 2020
Engaging Customers Professionally Face-to-Face (CRFCSVL)	22 - 23 Oct 2020
Public And Stakeholder Engagement Workshop – From Planning To Execution (CRPNW11)	22 - 23 Oct 2020
Serving Customers with Disabilities Effectively (CRSCDVL)	23 Oct 2020
Love Them or Lose Them: Motivating and Engaging Your Staff (CRLEL03)	26 - 29 Oct 2020
Future Ready: Building on your Strengths for Effective Team Collaboration (CRETCVL)	27 - 29 Oct 2020
[Monthly Pass] Building A Future-Ready Service Community: Co-creating Customer-centric Services (EVCCS)	27 Oct – 15 Nov
Supervisory Skills for First-time Managers (CRSMP11)	28 - 30 Oct 2020
Managing the Human Side of Change at Work (CRMCE11)	28 - 30 Oct 2020

The programmes listed are accurate as of 24 September 2020

NOVEMBER

Course Titles	Dates
L&OD Virtual Conference (EVLODCV)	2 – 4 Nov 2020
A Practical and People-centric Approach to Job Redesign for Practitioners (CRJRWV)	2 - 5 Nov 2020
Engaging Customer Professionally over the Phone and Email (CRTSS12)	2 - 3 Nov 2020
Navigating Challenges Ahead for Support Officers (CRNCA)	2 - 3 Nov 2020
Employer Branding to Attract and Retain the Right Talent (CREMBVL)	2 – 5 Nov 2020
Engaging Employees through Professional Feedback (CRPFB13)	3 Nov 2020
Think on Your Feet for Support Officers (CRTYFVL)	4 – 5 Nov 2020
Introduction to Behavioural Insights (CREPD11)	4 – 6 Nov 2020
Maximising the Power of Digital Communications (CRMPD11)	4 – 6 Nov 2020
Taking Ownership of My Performance at Work using Our Core Competencies (CRMCWV) 🏃	4 - 5 Nov 2020 11 - 12 Nov 2020 19 - 20 Nov 2020
Data Visualisation for Effective Communications (CRSECVL) 🏃	5 – 6 Nov 2020
Managing In-Person Interaction (CRMPIVL)	5 – 6 Nov 2020
Basic Systems Thinking (using 3Quest™) (CRSTB10)	5 - 6 Nov 2020 19 - 20 Nov 2020
Engaging Employees through Professional Feedback (CRPFB13)	6 Nov 2020
Future Ready: Manage Relationships with Stakeholders Effectively (CRMRSVL)	6 Nov 2020
Optimising User Experience with Web Analytics (CRWOGVL)	6 Nov 2020
Advanced Systems Thinking (using 3Quest™) (CRSTAVL)	9 - 10 Nov 2020
Supervisory Skills for First-time Managers (CRSMP11)	9 - 11 Nov 2020

Course	Date
Engaging in Crucial Coaching Conversations (Fundamental) (CRCTC11)	9 Nov 2020 - 6 Jan 2021
Fundamentals of Public Finance Management Module 3 - Central Systems and Operations (CRFPFMC)	9 Nov 2020
Fundamentals of Public Finance Management Module 2 - Government and Statutory Board Accounting (CRFPFMB)	10 - 11 Nov 2020
Supervisory Skills for First-time Managers (CRSMP11)	10 - 12 Nov 2020
Managing Tension - A Core Leadership Skill (CRMTPVL)	11 - 12 Nov 2020
Write For Your Audience: Service in Words for Support Officers (CRWFAVL)	11 - 13 Nov 2020
Preparing Effective Minutes of Meetings in the Public Service (CRWRMVL)	11 - 13 Nov 2020
Job Analysis and Evaluation Workshop (CRJAEVL)	12 - 13 Nov 2020
Engaging Customers Professionally Face-to-Face (CRFCSVL)	12 - 13 Nov 2020 7 - 8 Dec 2020
Financial Management 101 for Non-Finance Officers (CRBFMVL)	12 - 13 Nov 2020
Think on Your Feet for Senior Officers (CRTOF10)	16 – 17 Nov 2020
All You Need to Know As A Non-Procurement Officer (CRPEPVL)	16 - 18 Nov 2020
Fundamentals of Public Finance Management Module 1 - Ministry and Statutory Board Finance (CRFPFMA)	16 - 18 Nov 2020
Writing with Empathy (CRWEV10)	16 - 20 Nov 2020
A Practical and People-centric Approach to Job Redesign for Practitioners (CRJRWV)	17 – 18 Nov 2020
Vetting with Empathy (CRVEVL)	17 - 19 Nov 2020
Criminal Trial Seminar (CRCTSVL)	18 – 20 Nov 2020
Leading with Emotional Intelligence for First-Time Managers (CRLEQ11)	19 - 20 Nov 2020
Taking Ownership of My Performance at Work using Our Core Competencies (CRMCWV) 🏃	19 – 20 Nov 2020
Public Policy In Practice (CRPIP11)	19 - 25 Nov 2020
Teaming for Winning: Enabling Leaders for Team Success (CRTFWVL)	19 - 20 Nov 2020
An OD Starter: Understanding the Essence of Organisation Development (CRODSVL)	20 Nov 2020

Institute For Human Resource Professional Certification for HRLP Alumni: IHRP-SP (CRISHP)	23 Nov 2020
The E.M.M.A Experience (CREMMA2)	23 Nov 2020 – 15 Jan 2021
Towards a Future-Ready Workforce: A Practical Approach to Strategic Workforce Planning (for SWP Practitioners) (CRSWPV)	23 - 25 Nov 2020
Digital Tools for Citizen Engagement 1: Zoom, Padlet, Google Slides (CRDCE10)	24 Nov 2020
Mediation Skills for Public Officers (CRMSKVL)	24 – 25 Nov 2020
Leading Innovation (CRLIN11)	24 – 27 Nov 2020
Digital Tools for Citizen Engagement 2: Google Meet, Jamboard, Google Docs (CRDCE20)	26 Nov 2020

The programmes listed are accurate as of 24 September 2020.

DECEMBER

Course Titles	Dates
Applied Change Management: Prosci® Change Management Certification Programme (CRACMVL)	1 - 3 Dec 2020
Basic Systems Thinking (using 3Quest™) (CRSTB10)	1 - 2 Dec 2020
Taking Ownership of My Performance at Work using Our Core Competencies (CRMCWV) 🏃	1 - 2 Dec 2020 10 - 11 Dec 2020
Building Your Personal Resilience For Support Officers (CRBPRV)	3 – 4 Dec 2020
Strategic Storytelling Skills (CRNTCV) 🏃	3 – 4 Dec 2020
Delivering Virtual Presentations Persuasively and Powerfully (CRDVPVL)	4 -7 Dec 2020
Engaging Customers Professionally Face-to-Face (CRFCSVL)	7 - 8 Dec 2020
Think on Your Feet for Senior Officers (CRTOF10)	7 - 8 Dec 2020
Writing with Empathy (CRWEV10)	7 - 9 Dec 2020
Honing Your OD Skills: A Mentoring and Coaching Series for OD Practitioners (CRHYSVL)	8 Dec 2020 - 15 Mar 2021
Future Ready: Building Emotional Resilience (CRBERVL)	8 – 9 Dec 2020
Managing the Human Side of Change at Work (CRMCE11)	9 - 11 Dec 2020
Towards a Future-Ready Workforce: A Practical Approach to Strategic Workforce Planning (for Business Unit Managers) (CRSWBV) 🏃	14 - 15 Dec 2020
Engaging in Crucial Coaching Conversations (Fundamental) (CRCTC11)	14 Dec 2020 – 25 Jan 2021
Introduction to Effective Writing in the Public Service (CRIEW10)	15 – 17 Dec 2020
Data Visualisation for Effective Communications (CRSECVL)	17 – 18 Dec 2020 21 – 22 Dec 2020

The programmes listed are accurate as of 24 September 2020.

JANUARY 2021

Course Titles	Dates
Engaging Customer Professionally over the Phone and Email (CRTSS12)	4 – 5 Jan 2021
Engaging Customers Professionally Face-to-Face (CRFCSVL)	7 – 8 Jan 2021
Institute For Human Resource Professionals Certification for HRMP Alumni: IHRP-CP (CRIHCPV)	7 Jan 2021
Empowered to Lead Programme (MSEMLPV)	7 Jan – 5 Mar 2021
OD Practitioner Intermediate Programme (MSIPOVL)	7 Jan – 19 Mar 2021
Optimising User Experience with Web Analytics (CRWOGVL)	8 Jan 2021
The E.M.M.A Experience (CREMMA2) 🏃	11 Jan – 5 Mar 2021
Towards a Future-Ready Workforce: A Practical Approach to Strategic Workforce Planning (for SWP Practitioners) (CRSWPV)	11 – 13 Jan 2021
Taking Ownership of My Performance at Work using Our Core Competencies (CRMCWV) 🏃	14 – 15 Jan 2021
Public Policy In Practice (CRPIP11)	14 – 20 Jan 2021
HR Analytics: Data Management and Reporting (CRDMRVL)	18 Jan 2021
Leading Your Team Through Change (CRMTCVL)	18 Jan 2021
Basic Systems Thinking (using 3Quest™) (CRSTB10)	18 – 19 Jan 2021
Building Your Personal Resilience For Support Officers (CRBPRV)	19 – 20 Jan 2021
Applied Change Management: Prosci® Change Management Certification Programme (CRACMVL)	19 – 21 Jan 2021

HR Analytics and Visualization: Drawing Insights From Data Analysis to Support Decision Making (CRHAZVL)	19 – 20 Jan 2021
Leading Innovation (CRLIN11) 🏃	19 – 22 Jan 2021
Leading with Emotional Intelligence for First-Time Managers (CRLEQ11)	21 – 22 Jan 2021
Taking Ownership of My Performance at Work using Our Core Competencies (CRMCWV) 🏃	21 – 22 Jan 2021
Smart Regulation 101 (CRREG10)	21 – 28 Jan 2021
Engaging in Crucial Coaching Conversations (Fundamental) (CRCTC11)	28 Jan – 8 Mar 2021

The programmes listed are accurate as of 24 September 2020.

FEBRUARY 2021

Course Titles	Dates
Basic Systems Thinking (using 3Quest™) (CRSTB10)	1 – 2 Feb 2021
Engaging Customer Professionally over the Phone and Email (CRTSS12)	1 – 2 Feb 2021
Taking Ownership of My Performance at Work using Our Core Competencies (CRMCWV) 🏃	2 – 3 Feb 2021
Engaging Customers Professionally Face-to-Face (CRFCSVL)	4 – 5 Feb 2021
HR Analytics: Data Management and Reporting (CRDMRVL)	5 Feb 2021
HR Analytics and Visualization: Drawing Insights From Data Analysis to Support Decision Making (CRHAZVL)	8 – 9 Feb 2021
Basic Systems Thinking (using 3Quest™) (CRSTB10)	15 – 16 Feb 2021
Engaging in Crucial Coaching Conversations (Fundamental) (CRCTC11)	16 – 30 Mar 2021
Taking Ownership of My Performance at Work using Our Core Competencies (CRMCWV) 🏃	18 – 19 Feb 2021 22 – 23 Feb 2021
Building Your Personal Resilience For Support Officers (CRBPRV)	22 – 23 Feb 2021
Institute For Human Resource Professionals Certification for HRMP Alumni: IHRP-CP (CRIHCPV)	23 Feb 2021

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MARCH 2021

Course Titles	Dates
Building Your Personal Resilience For Support Officers (CRBPRV)	1 – 2 Mar 2021
Taking Ownership of My Performance at Work using Our Core Competencies (CRMCWV) 🏃	1 – 2 Mar 2021
Basic Systems Thinking (using 3Quest™) (CRSTB10)	4 – 5 Mar 2021
Engaging Customer Professionally over the Phone and Email (CRTSS12)	4 – 5 Mar 2021
Leading Your Team Through Change (CRLTCVL)	11 – 12 Mar 2021
Taking Ownership of My Performance at Work using Our Core Competencies (CRMCWV) 🏃	11 – 12 Mar 2021
Engaging Customers Professionally Face-to-Face (CRFCSVL)	15 – 16 Mar 2021
Leading with Emotional Intelligence for First-Time Managers (CRLEQ11)	18 – 19 Mar 2021
Basic Systems Thinking (using 3Quest™) (CRSTB10)	25 – 26 Mar 2021

The programmes listed are accurate as of 24 September 2020.

For the latest programme details and registration, visit CSC website at **www.csc.gov.sg** or **scan the QR code** on the right.

For any enquiries, please email to cscollege@cscollege.gov.sg

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