



# TWA<sup>+</sup> ATTACHMENT

Reflection (14-31 Aug 2023)

# ABOUT YCH

- Began as a passenger transportation company in 1955.
- Diversified into cargo transportation business, which subsequently grew to include extended supply chain and logistics services such as warehousing and freight management.
- Singapore's largest home-grown supply chain solutions company and leading regional supply chain management partner to many of the world's leading brands across Asia Pacific.
- Continues to transform itself by foraying into the e-commerce world (YSG subsidiary) and providing omni-channel experiences that opens ups opportunities and different distribution channels for brick and mortar businesses to establish their online presence or e-commerce retailers to expand their physical footprints.

# OBJECTIVES

## What I was expecting

- Have a general understanding of what a logistics company does
- What e-commerce is in a nutshell
- Gain insights into the operations of an e-commerce platform
- How innovative solutioning meet needs

## Other learning

- Intentional, action and solution-oriented to achieve outcomes
- Vertical growth of business while capitalising on their traditional core business to remain relevant in the VUCA world
- Leverage technology to increase profitability and drive success
- Regular and tight communication channels within team ensure alignment and coherence of work

# **THE LEARNING PROGRAMME**

# VARIED LEARNING EXPERIENCES



## Assignments

- Job-embedded learning on two aspects: marketing and onboarding of new merchants
- Marketing: strategies and campaigns on various e-commerce platforms to increase sales and customer traffic
- Onboarding: Setting up a new store on YSG e-commerce



## Relationships

- Entails shadowing and conversations with various team members on different aspects of an e-commerce business; marketing, onboarding, business development and enablement.

# MY OBSERVATIONS



# **MAKING CONNECTIONS**

# CONTEXTUALISING LEARNING TO MOE



## Equipping students with data analytical skills

- Introduce simple concepts of data and statistics as early as possible in education e.g. in lower primary
- Expose to different forms and representation of data (can leverage SLS where students self-monitor progress of learning through data gathered by the system. Data in the system can be represented in many forms)
- Integrate learning of data with communication and problem-solving skills (not the usual mathematical word problem). Being able to provide possible insights is also another key skill to focus on.

## STUDENTS



## The ability to learn fast and make connections across diverse content

- Interdisciplinary learning and contextualised application of learning are core components of the curriculum and should be as authentic as possible



## Embrace technology as an enabler of teaching and learning

- Tech tools should be as essential as textbooks to students as learning resources.
- Students should be comfortable with technology at the end of their schooling years

# CONTEXTUALISING LEARNING TO MOE

## TEACHERS



### Strengthen the ability to do reviews

- In areas such as lesson planning, results analysis, student development areas as part of their regular roles and responsibilities as educators
- Consistent effort to inform efficacy of efforts.
- Development of this skillset should not be left to chance.
- Use of data should be enculturated in our system



### Facilitate mindset shifts

- The need to transform practices in the classroom to develop 21CC skills and to shift focus away from emphasis on examination
- Rethink how we could enthuse educators in their role beyond classrooms; to ones who can contribute to collective good of the organisation and society



### Being a designer and user of technology tool

- Teachers should not only be a consumer of tech tools. They should also be the designer of the tools to tap on the full affordances; to enable diverse possibility in customisation of needs and not be held back by our own limitations
- Re-imagine how technology could be leveraged to reduce work

# CONTEXTUALISING LEARNING TO MOE



## Organisation



### **Leadership: Steadfastness anchored in common purpose**

- Is a critical trait in the fast changing world and an era of uncertainty
- Is clear about the purpose and what drives them and the people around them to provide a common overarching pull
- Is disciplined and involved in leading change initiatives
- Is committed to an ongoing sense of urgency and accountability

### **Culture: Consistency**

- Is important in big body of organisation to ensure alignment
- In communication across divisions which trickles down to every employee
- In work practices to maintain standards and behaviour and to motivate employees
- Heightens performance and well-being

### **Creative solutioning to stay relevant**

- Is about ways of thinking and doing; to allow for agility, collaboration and innovation
- Re-think how we could organise ourselves as it shapes work culture and habits which can impede or accelerate growth
- Some ways: promote cross-functional teamwork, keeping team small and on project basis, leverage technology, open to mistakes and experimentation

# APPLICATION

Role: KP, HQ officer, colleague

Context: Fast changing world that demands teachers to embrace changed practices to prepare our students well

# FACILITATE MINDSET SHIFT- MANAGING AND EFFECTING CHANGE

- Traditionally, leaders will put in place structures to drive behaviours and practices, encouraging shifts in mindsets which will catalyse further growth and innovation in the area of change.
- Similarly, YCH and YSG has also put in place key structures to nudge behavioural changes towards its vertical business growth and digitisation. At the same time, the leaders recognised that having structural changes will not be enough to generate and sustain the transformation it is hoping to achieve. As such its leaders also practise various change management strategies.
- Inspired by this two-prong approach, I have identified two key areas that I would like to continue to work on, in my current and future capacity, to help colleagues manage and embrace changed practices.

# FACILITATE MINDSET SHIFT- MANAGING AND EFFECTING CHANGE

- Continue to explore use of tactical leadership to effect changes in the department / school and to encourage people to embrace growth mindset.
- Adopt some change management strategies to manage people and processes needed to achieve transformation. Purpose: to reduce resistance and ease acceptance by employing appropriate strategies.
- Simple model to manage tensions and to persuade buy-ins



# BE A REFLECTIVE INDIVIDUAL

- Engage in constant reflection to help me keep sight of and have clarity of purpose
- Having this clarity will in turn guide my actions and inspire others to do their best as well
- Two key questions to guide me:
  1. How can I make a difference in my current capacity?
  2. How can I do (the job etc.) better?

**THANK YOU**