

DMFW Module Synopses

Semester 1: Modular Certificate in Workplace Communication and Problem-Solving	
Communicative Competence for Success in the Future Workplace	The future workplace is characterised by the growing proliferation of information and the interaction of people and ideas across boundaries. This results in the increasing importance of the ability to communicate effectively across social, cultural and cyberspaces. This module aims to equip students with the communicative confidence required to increase their effectiveness in this Diploma course, as well as in the workplace. They will hone their oral and written communication skills so as to communicate with greater impact in the changing landscape of the future workplace.
Sense making in a Data-driven Era	This module covers the use of numeracy for problem solving and how to make sense of data in this data-driven age. Students will develop the computation skills essential for effective problem solving and analysis using mathematics and data analytical tools. They will be equipped to handle numerical and data reports, develop thinking, reasoning and modelling skills through mathematical approaches in the context of workplace scenarios and related disciplines.
Design Thinking – Transforming Corporate Problem Solving	This module aims to help students discover and hone their innate ability to think creatively and come up with innovative solutions for the workplace. Underpinned by the Design Thinking framework, students will be sensitised to the process of user-centric problem solving. They will be introduced to concepts such as empathy, problem-definition, ideation, prototyping and testing through a practical approach featuring engaging out-of-classroom activities, just-in-time master-classes and a hands-on, “learning by doing” delivery format.
Semester 2: Modular Certificate in Applied Management - Internationalisation and the New Economy	
Harnessing the Power of Emerging Technologies	This module equips students to identify the emerging and ever-evolving technologies and understand their impact on daily work, lives and businesses. Students are led through an experiential learning journey in getting to know the various emerging technologies like the Internet of Things (IoT), Robotics, Artificial Intelligence (AI), Big Data, Blockchain Technology, etc. In the process, they will learn to perform simple research on the available technological tools and the possible means of deployment. Using emerging technology as the backbone, the module requires students to use their creativity, critical thinking and collaboration skills to ideate and develop prototypes/solutions to the problems that they have identified.
Contemporary Trends in the Global Economy	This module explores the current issues and events of the global economy that are shaping our future locally and regionally. Some of the most important issues currently, such as global infrastructure and economic development, China’s rise to global prominence, the increasing importance of regional economies, and the impacts of protectionism will be examined. The focus will be on understanding the nature of these trends and understanding what individuals, companies and governments are doing to ride them.
Managing New Workforce Diversity- Cultural Intelligence in Action	Cultural Intelligence (CQ) is the ability to function effectively in a variety of cultural contexts. CQ is a critical capability in today’s multi-cultural global business environment. In this module, students will be sensitized to recognize and understand how cultural differences influence behavior. They will gain exposure to the varying perspectives that different cultures have towards work, relationships, time and communication. In addition, they will learn different strategies for adaptation and bridging the gap. The takeaway is the ability to cope with varied organizational environments and a mind-set ready to collaborate with people from diverse backgrounds and cultures.

Semester 3: Modular Certificate in Optimising Teams for the Future Workplace	
People Management for the Future Workplace	This module covers essential skills required by leaders in the twenty-first century workplace. These include facilitation skills, negotiation skills, as well as mentoring and coaching skills. To acquire facilitation skills, students will learn how to use participatory facilitative skills throughout the entire facilitation process - from strategic planning work sessions, to leading meetings, generating new ideas, and managing people through difficult work situations. They will also be equipped with facilitation and feedback skills to engage, motivate and inspire staff towards career goals and objectives. In addition, students will learn the basic negotiation styles and approaches, and apply suitable techniques and strategies, for successful negotiation outcomes.
Project Management for the Future Workplace	In this module, students will be introduced to the concepts and techniques related to project management and team management for the future workplace. Topics will cover planning, scheduling, allocating resources, monitoring and controlling projects They will learn how to use Microsoft Project to manage projects.
Cutting-edge Customer Service – The Art of Business Development and Retention	This module encourages students to develop a customer-oriented mindset, sensitizing them to the rising expectations of customers in an increasingly competitive marketplace. Participants will develop effective communication and problem solving skills in identifying customer needs, closing deals, maintaining and managing customer relationships. Participants will be equipped with skills to deal with difficult customers, managing expectations, and managing a team of customer service personnel.
Semester 4: Modular Certificate in Digital Literacy for the Future Workplace	
Cyber Security in a Technologically Driven Era	This module provides an overview of the various domains of Information Security in the age of technological proliferation. It aims to provide an appreciation of Information Security from an end-to-end perspective. It covers security in 7 domains: data, physical, system, network, software, end-user and organization.
Creative Content Development for the New Marketing Landscape	This module focuses on how content marketing can help brands showcase their philosophy, vision, products and services to drive profitable customer action. Students will learn to craft brand stories through different content types. Students will also learn design and video tools to deliver effective social content to target audiences, including social videos, blogs, infographics, landing pages and user-generated content.
Digital Media Fundamentals- Engaging the New Consumer	This module will introduce students to computer graphics and animation for the Internet. Topics will include basic photography techniques to produce images for computer graphics and animation for online content. Students will learn to produce digital material such as animated web banners and graphics for social networks or websites.
Semester 5: Modular Certificate in Emerging Technologies for the Future Workplace	
Essential Digital Skills for the Future Workplace	This module provides an overview of collaborative tools which are essential for successful online business operations. It covers digital marketing, data analytics and online collaboration. This module is offered in collaboration with ICDL Asia.
The Rise of Fintech and its Ecosystem	This module introduces students to Financial Technology (FinTech) and provides them with insights to the FinTech revolution, disruption and innovation. Topics covered in this module include digital payments, cryptocurrencies, blockchain technology and API economy.
Smart City Technologies	This module provides a behind-the-scenes look at some smart city projects implemented in Singapore. Students will learn the different cutting-edge technologies used in these projects such as Smart City in a Box and Smart Lamp Post. The module content will include potential future projects such as the High Speed Rail and Flying Taxis. Understanding of scientific and engineering concepts will be supplemented by case studies, simulations, hands-on sessions, and on-site video footages.