

Re-engineer HR Processes & Systems with Design Thinking

DATE/TIME

25 May 2026, Monday
9.30am to 5.30pm

VENUE

Metropolitan YMCA
60 Stevens Road
Singapore 257854
(Nearest is Stevens MRT
Station - DTL & TEL)
(Free parking until full)

FACILITATOR

Anne Go
Director, Learning &
Consulting and
Counsellor
Eliteus Pte Ltd

CLASS SIZE

6-16 participants

WORKSHOP FEE

S\$580 per participant,
includes a workbook, e-
certificate, lunch and tea-
breaks.

REGISTRATION & PAYMENT

Please click or scan the
QR Code to register.
Registration closes
on 15 May 2026.



PayNow to
UEN 202300242C

MORE INFORMATION

Email to
enquiry@eliteus.com.sg

Note: Minimum group size is required for a confirmed class. Eliteus reserves the right to postpone/cancel the scheduled session before its commencement if minimum class size is not met. The workshop venue may also be subject to change.

WORKSHOP OBJECTIVE

This workshop is specially designed to provide practical solutions utilizing a combination of Design Thinking methodology and HR works in innovating and transforming traditional HR from inwardly designing processes and policies to an outwardly employee experience architect. Using human-centered design principles to unlock innovative solutions through empathy, using an iterative process and ideation techniques to innovate your programs and improve the employee experience at your organization.

WORKSHOP OUTLINE

- Principles of Design Thinking and its application for HR solutions through empathy, focusing & interviewing techniques, ethnographic research, iterative process and ideation techniques
- Application of Design Thinking methodologies through hands-on approach which may include examples such as redesigning jobs and/or work processes towards productivity improvement
- Implementation challenges related to buy-in from stakeholders, consideration for incremental progress and small wins
- Integration of key concepts with an understanding of human behavior; contributing to more thoughtful and human-centered workplace culture

FOR WHO

Human Resources | Managers | Supervisors | Team Leaders | Employees with supervisory roles

FACILITATOR

Anne Go has held various Human Resources roles across private corporations and public sector, spending at least 12 years with the Ministry of Manpower from Human Resources to leading Corporate Services, Corporate Planning, Organization & Learning Development teams in the last stint. In her 25 years of professional experience, she was also involved in sales and marketing, strategic workforce planning and developmental training. Among the successful implementation of initiatives, Anne has helped organizations to develop new or redesign human resources frameworks, curated change management processes to increase quality, customized training programs, streamlined and digitalized HR processes.

Anne holds two master's degrees, Master of Counselling from Monash University and Master of Management in Human Resource Management from Macquarie University. As a HR Practitioner and trained Counsellor, the dual roles allow her to integrate therapeutic approaches into HR practices, enhancing employee well-being at the forefront of organizational strategies. Anne also believes in being socially responsible. She commits her time in doing community work and has served as a Chair for the Human Resources sub-committee at the Singapore Association of the Visually Handicapped and also the management committee member at Lighthouse School.