

# Re-engineer HR Process & Systems with Design Thinking

## DATE/TIME

27 August 2025,  
Wednesday  
9.30am to 5.30pm

## FACILITATOR

Anne Go  
Chief Operating Officer  
Counsellor  
Eliteus Pte Ltd

## VENUE

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

## FEES

S\$580 (after SG60  
special 15% discount),  
includes a participant  
workbook, e-Certificate,  
lunch and tea-breaks.

## REGISTRATION & PAYMENT

Please click or scan the  
QR Code to register.  
Registration closes  
on 18 Aug 2025.



PayNow to  
UEN 202300242C

## MORE INFORMATION

Email to  
[enquiry@eliteus.com.sg](mailto: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

- Understand the principles of Design Thinking and its application for HR solutions through empathy, focusing & interviewing techniques, ethnographic research, iterative process and ideation techniques
- Apply Design Thinking methodologies through hands-on approach which may include examples such as redesigning jobs and/or work processes towards productivity improvement
- Identify implementation challenges in buy-in from stakeholders and drive towards achieving small wins and successes
- Appreciate how the concepts integrate with the understanding of human behavior to drive a more thoughtful, human-centered workplace culture

## METHODOLOGY

Innovative and practical learning with case studies, questionnaire/quiz, group discussions, facilitation and sharing, critique and review

## 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 is currently serving as a management committee member at Lighthouse School.