



Singapore Healthcare Management 2024

Customizing Learning Journeys through Learning Fiesta



Dex Cheong, Author
Christina Sim, Co-Author
Learning & Career Development
Singapore General Hospital



Singapore General Hospital
SingHealth

Aim

Learning Fiesta (LF) is an annual event organised by Learning & Career Development (LCD) with the aim to:

- Celebrate and encourage a lifelong learning culture through bite-sized talks, workshops & activities.
- Acknowledge the learning efforts of both individuals & departments.

Background

Since 2007, LCD has brought various topics to our SGH staff through various themes, as seen on the left.

In 2023, we decided to change the format of LF to one where we customised a learning journey based on the department's needs.



Methodology & Results

- The aim of the new format is to encourage:
 - Team Learning
 - Learn, Apply, Share over a 3 to 5 months
 - Celebration of what they have learnt

"A Celebration of Learning"

02 Consultation

- Through an in-depth interview, LCD is able to determine the suitability and feasibility of the department's learning need.
- A learning journey is mapped out for each department, using the **Learn – Apply – Share** model.

Did you know?
Not all issues are resolved through training!

Department consultations **10** Shortlisted for learning journey **8**

01 Roadshow

12 Departments joined in the roadshows

LCD conducts roadshows for departments who are interested in this new format of learning. Those keen to join the event will submit a nomination form. Thereafter, LCD will meet them for a consult.

6 Project teams
152 Participants

4.49/5 Average workshop satisfaction rating

03 Execution

- A Project Manager from LCD is assigned to each project team and organises the learning workshop (Phase 1 – Learn).
- Participants complete a learning evaluation after the workshop to determine the key takeaways and how to apply them back at their workplace.

04 Consolidation

- Project teams consolidate their key takeaways and determine the points for immediate application back at the workplace (Phase 2 – Apply).
- Teams also begin preparation for their booth showcase during Closing Celebration.



FISHI WORKSHOP
IMPROVING SERVICE STANDARDS

The FISHI Workshop aims at helping teams to foster stronger teamwork, bring more passion to what they do, embrace change and commit to service excellence. In this workshop, our Patient Service Associates (PSA) dived into the power of FISHI Philosophy through highly interactive exercises, case examples, group discussions and videos with a service and teambuilding focus!

KEY TAKEAWAYS

- Joy at work
- Choose your attitude
- Be there
- Make their day
- Teamwork, trust and communication

LEARNING POINTS:

- Being a listening ear to my colleagues and acknowledging patient's needs
- Positively towards oneself, colleagues and all surrounding you
- Making a difference in what you do
- Strengthen trust, teamwork and engagement
- Always start the day with a smile. Have fun at work!

Stay tuned to find out more at the Learning Fiesta Closing Celebration where the team will share more on how they adopt the FISHI Philosophy at work!



TEAMBUILDING & TRUST HUDDLES

The Patient Liaison Service (PLS) team had a fun-filled day with teambuilding and trust huddle activities where it equipped them with a common framework and language of trust in building high-trust and collaborative teams!

KEY TAKEAWAYS

1. Trust plays an essential role and is required for teams to work together.
2. More trust within team = higher work productivity!
3. Importance of creating transparency, be open and trust every member
4. Open communication is required for trust to be built within the team. As leaders, we need to listen to the team members about their concerns.
5. To have open communication to foster deeper understanding and trust.
6. State reason/intent to others when requesting information from others.

LEARNING POINTS:

1. Communicate clearly on the intent when assigning tasks to team members.
2. Schedule mini team huddles for team to voice out their concerns.
3. Help each other when they need help and respect each other's opinions.
4. When an issue arises, team members can contribute their expertise to solve it together.
5. Listen first (Listen to patients' needs)
6. Be clear and state department's goals and objectives to team members. Continue to have huddle sessions to build trust, collaboration and teamwork.

Stay tuned to find out more at the Learning Fiesta Closing Celebration where the team will share how they build better trust and teamwork through teambuilding and trust huddle activities.

SOC adopted FISHI Philosophy in the clinics to improve staff engagement and service standards

PLS used Trust Huddles to build a more collaborative team

05 Closing Celebration

- The Learning Fiesta Closing Celebration was held on 31 October 2023 at Deck on 9.
- Project teams set up booths and share with SGH staff on their learning and application through fun and interactive activities.
- A "Learning Champion" was crowned based on audience votes and judges' scores.

245 Staff joined in the Closing Celebration

Visit the project booths & collect stamps to fill your Luma!

SCAN HERE to collect your Learning Passport!

Learning Passport



Conclusion

For learning to stick, it needs to be deliberate and put into practice. Learning Fiesta strives to be a platform for staff to experience the full learning journey and to have fun doing so!

Histopathology Lab "CHEERING You On"