

ISSUE 1: MAY 2024

inpulse

Workplace *Learning*, Workforce *Agility*

"Books can only teach you so much; real-world scenarios shape true expertise."

This adage of wisdom was shared by Mr Francis Tan, Director of Human Capital & Development, Sheraton Towers Singapore Hotel.

Mr Tan emphasises the importance of on-the-job learning, particularly in the hotel industry, where hands-on training and work experiences are invaluable when handling specific situations such as understanding guests' preferences. This philosophy extends to the belief in learning from mistakes, fostering a culture of growth and continual improvement.



Mr Francis Tan

Director of Human Capital & Development
Sheraton Towers Singapore Hotel

With this belief, Sheraton Towers has been a steadfast supporter of workplace learning schemes for over 20 years. These include ITE's **Work-Study Diploma**, where trainees spend 80% of their time gaining extensive hands-on experience with the hotel.

The hotel was also recently awarded ITE's **Certified On-the-Job Training Centre (COJTC) Champion**, a title given to companies who have achieved a quality OJT system.

"What we learnt in yesteryears may not be applicable today. New blood brings in new ideas to do things better," shared Mr Tan. Sheraton Towers remains committed to nurturing local talent, tapping into ITE's pool of young graduates to drive innovation and excellence.

Reminiscing Sheraton's partnership and his experience with ITE, Mr Tan affirms the journey has transcended mere collaboration, elevating from 'good' to 'great' over the years. ITE appreciates Sheraton's continuous effort in creating a positive workplace training culture.

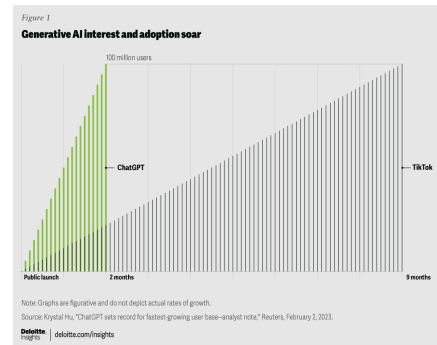
*Find out more about structured workplace learning (including how it can be enhanced through the use of Generative AI) by joining the **Induction Workshop on OJT Blueprint Development**.*

Industry News

Genie out of the bottle: Generative AI as growth catalyst - Deloitte Insights

Since the emergence of Gen AI technology, enterprises are eager to capitalise on its potential. This article explores its swift adoption in both public and enterprise domains and offers insights on deploying these tools strategically for tangible business impact. Discover how imaginative leaders can leverage Gen AI to foster innovation and gain competitive advantages.

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Event Calendar



Induction Workshop on OJT Blueprint Development

An introductory session where companies learn how to structure their in-house on-the-job training (OJT).

8 May 2024, 2pm-5pm
ITE Headquarters, Compass Room

[Register](#)

Upcoming Courses

CoC in Integrated Sustainability Reporting

14-15 May 2024, 9am-6pm
ITE Headquarters

[Register](#)

CoC in Strategic ESG Reporting for Sustainable Growth

23-24 July 2024, 9am-6pm
ITE Headquarters

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