

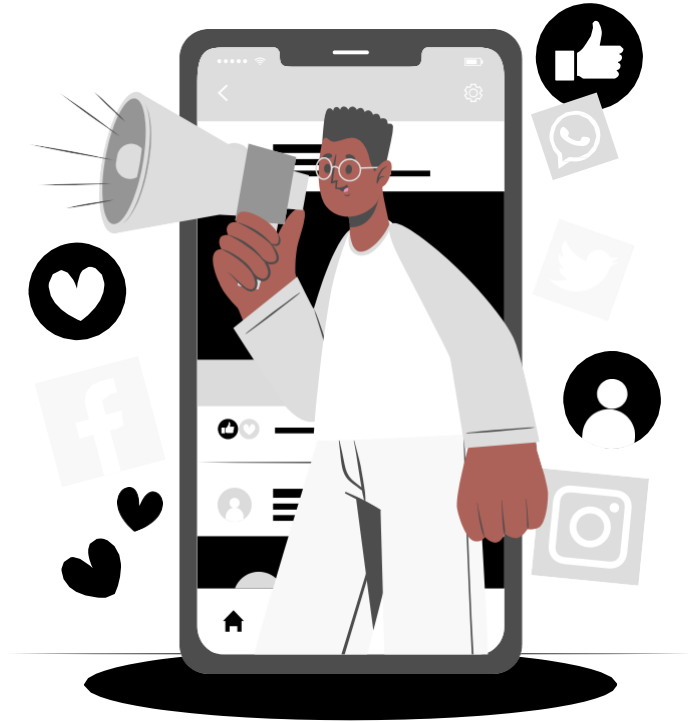
# LCCS Courses Q&A

What changes did we make:

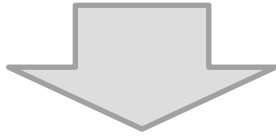
- What else are you getting besides the old RP training
- What are the available funding from SkillsFuture SG?
- What is the new sign up platform?

Watch the recorded session:

[https://www.youtube.com/watch?v=mLiMn0\\_Ey\\_0](https://www.youtube.com/watch?v=mLiMn0_Ey_0)



# Fundamentals of Restorative Practices



# Building Relational Capacity



## What is restorative practices?

- The science of relationships and community
  - ▶ Focuses on strengthening relationships for more effective engagement within workplaces/schools/home



## What is building relational capacity?

- The ability to relate and connect to others

## Why the change of name?

- To provide a more inclusive title that focuses on the relational capacity of a practitioner
- That is done by using the framework of restorative practices to guide our engagement with others

# Table of Contents

**1**

## **Course Design**

Course duration, contents and assesment

**2**

## **Funding Availability**

What is the funding structure from SSG

**3**

## **Sign-up Platform**

The new method of signing up

**4**

## **Old Versus New**

The differences in a nutshell

1

# Course Design

Course contents, duration  
and assessment



1

Course Design

2

Funding Availability

3

Sign-up Platform

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Old Verses New

1

# Course Design

**1**

## **Duration**

How long is the course

**2**

## **Contents**

What do we talk about in the course

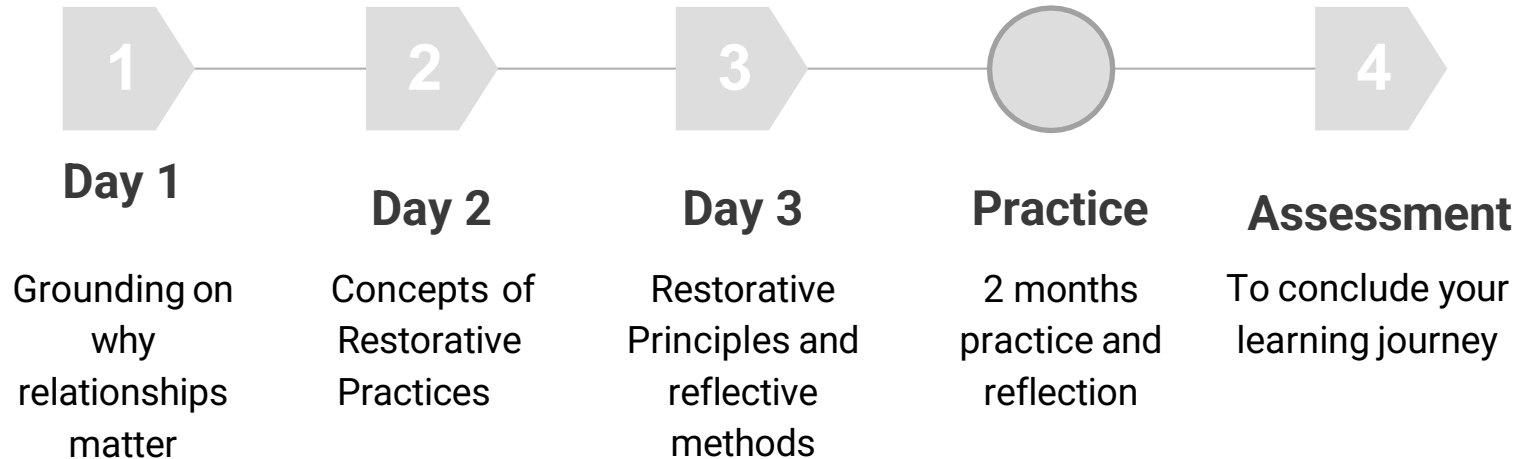
**3**

## **Assessment**

What is the assessment format

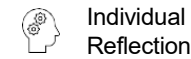
1

# Course Design – Duration



3 days course | 2 months practice | 1.5hours assessment

# 1 Course Design – Contents



Individual Reflection



Activity



Roleplay



Paired Conversation



Group Discussion



Video

Day 1

## Why relationships matter?

- Anchor on the importance of effective relationships
- The premise of restorative practices

Day 2

## Relational capacity constructs

- Discuss the 7 constructs that guides practitioners towards providing others with a restorative experience

Day 3

## The practice domains

- Adapted from the social discipline window; discuss the 4 different practitioner styles and be aware of one's engagement with others

# 1 Course Design – Contents



Individual Reflection



Activity



Roleplay



Paired Conversation



Group Discussion



Video

Day 1

## The practice domains (continued)

- Roleplays and discussions to further internalise the experience of the 4 different practitioner styles.

Day 2

## Fair process

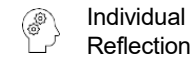
- Learn about the 3 principles of fair process
- What fair process aims to achieve and what it is not

Day 3

## The shame affect

- Learn about what shame is and why it matters when engaging service users
- Introduction to using the compass of shame scale
- Discuss the sources of shame

# 1 Course Design – Contents



Individual Reflection



Activity



Roleplay



Paired Conversation



Group Discussion



Video

Day 1

## LCCS 7 principles of restorative practices

- Learn the 7 principles that guides practitioners to be explicitly restorative

Day 2

## Relational engagement

- Learn about affective statements and affective questions (RP questions)

Day 3

## Practice reflection method

- Learn the 2 models of reflection
- Gibbs reflective cycle
- Lawrence-Wilkes “Reflect” model

# Course Design – Assessment

## ASSESSMENT



1 hour and 30 minutes



### Portfolio

4 reflection journals



### Roleplay

Roleplay with another candidate followed by oral questioning



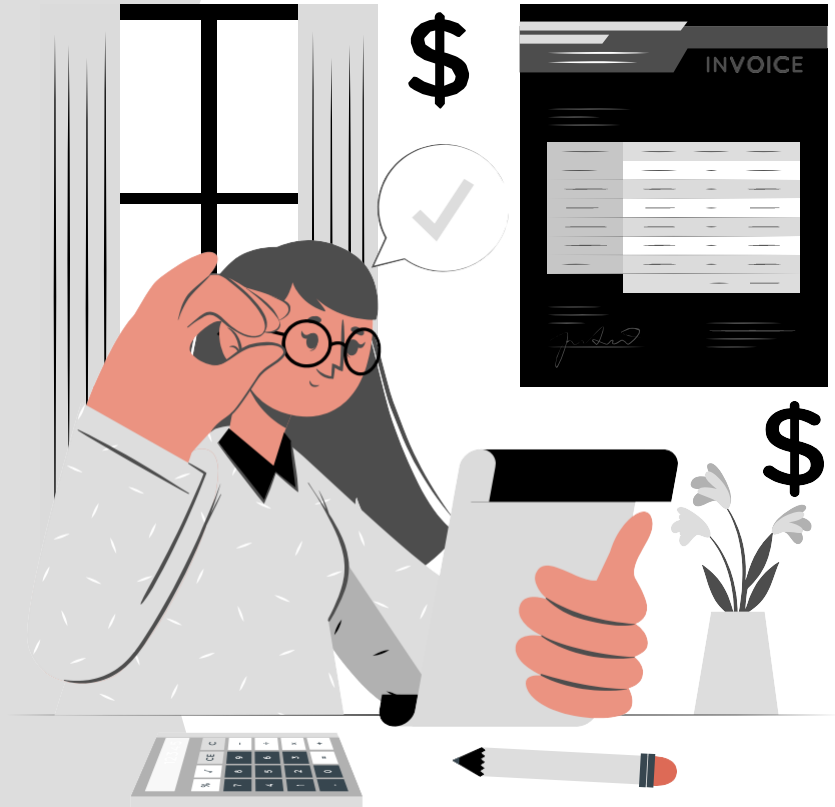
### Oral Questioning

1 one 1 with assessor

2

# Funding Availability

Available funding from SSG



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Course Design

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Old Verses New

## SKILLSFUTURE SG – WORKFORCE SINGAPORE



### SFEC

SkillsFuture  
Enterprise Credit



### ETSS

Enhanced Training  
Support for SMEs

40+

### MCES

SkillsFuture Mid-Career  
Enhanced Subsidy



### SFC

SkillsFuture  
Credit



### Absentee Payroll

Covers employee time  
taken for training

# Funding Availability – SFEC

## OVERVIEW

The SkillsFuture Enterprise Credit (SFEC) encourages employers to invest in enterprise transformation and capabilities of their employees. Eligible employers will receive a one-off S\$10,000 credit to cover up to 90% of out-of-pocket expenses on qualifying costs for supportable initiatives, over and above the support levels of existing schemes.



Can be used for:

- Individual employee training
- Organisation wide training



Additional information:

- Click [here](#) for the claims guide
- Click [here](#) for more information about SFEC
- Click [here](#) for enterprise courses
- Click [here](#) for SFEC claims login

## OVERVIEW

Recognising the challenges that SMEs may face in sending their employees for training, the Enhanced Training Support for SMEs (ETSS) offers additional support for SMEs in the form of higher course fee subsidies. SMEs enjoy SkillsFuture funding of up to 90% of the course fees when they sponsor their employees to attend courses supported by SkillsFuture Singapore (SSG).



### Automatic:

- Employers will be automatically given the funding upon billing by the training partner



### SMEs to meet the criteria:

- Must be Singapore Citizens or Singapore Permanent Residents.
- Courses have to be fully paid for by the employer.
- Trainee is not a full-time national serviceman.



### Additional information:

- Click [here](#) for more information about ETSS

## OVERVIEW

The SkillsFuture Mid-Career Enhanced Subsidy supports and encourages lifelong learning and helps Singaporeans stay responsive to a changing workplace. The SkillsFuture Mid-Career Enhanced Subsidy is for Singaporeans aged 40 years old and above.



### Automatic:

- Employers will be automatically given the funding upon billing by the training partner



### Enhanced Course Fee Subsidies for SSG-supported Courses:

- Courses offered by SSG-appointed CET Centres
  - ▶ **Up to 90%** of course fees
- Certifiable-skills Training Courses
  - ▶ **Up to 70%** of course fees



### Additional information:

- Click [here](#) for more information about MCES
- Click [here](#) for SkillsFuture courses

## OVERVIEW

SkillsFuture Credit aims to encourage individuals to take ownership of their skills development and lifelong learning. Introduced in 2015, all Singaporeans aged 25 and above will receive an opening credit of S\$500. To further encourage Singaporeans, another one-off SkillsFuture Credit top-up of \$500 was provided to every Singapore Citizen aged 25 years and above as at 31 December 2020.



### Select to use credits:

- Learners will need to select payment as individual sponsored



### Additional information:

- Click [here](#) for more information about SFC
- Click [here](#) for SkillsFuture courses

# Funding Availability – Absentee Payroll

## OVERVIEW

All locally registered or incorporated organisations in Singapore are eligible for course fee and absentee payroll funding when you sponsor your Singapore Citizen and Permanent Resident employees for training courses funded by SSG.



Online calculator:

- Click [here](#) to calculate how much the organisation will receive for staff's time away



Additional information:

- Click [here](#) for more information about MCES

# Funding Availability – Case Study

## INDIVIDUAL SPONSORED

Sam would like to attend the course Building Relational Capacity by LCCS. LCCS has certifiable-skills training courses with up to 70% funding.

Funding Type	Spore Citizen/SPR >21 years old	Spore Citizen >= 40 years old
Course Fee (before funding)	\$1,200	\$1,200
SSG Baseline funding (50%)	\$(600)	\$(600)
Mid-Career Enhanced Subsidy (20%)	-	\$(240)
<b>Net Fee Payable (Out-of-pocket expense)</b>	<b>\$600</b>	<b>\$360</b>

# Funding Availability – Case Study

## COMPANY SPONSORED

Sam would like to attend the course Building Relational Capacity by LCCS. LCCS has certifiable-skills training courses with up to 70% funding.

Funding Type	SME	Non-SME	
		Spore Citizen/SPR >21 years old	Spore Citizen >= 40 years old
Course Fee (before funding)	\$1,200	\$1,200	\$1,200
SSG Baseline funding (50%)	\$(600)	\$(600)	\$(600)
Enhanced Training Support for SMEs (20%)	\$(240)	-	-
Mid-Career Enhanced Subsidy (20%)	-	-	\$(240)
<b>Net Fee Payable (Out-of-pocket expense)</b>	<b>\$360</b>	<b>\$600</b>	<b>\$360</b>

## Funding Availability – Case Study

### COMPANY SPONSORED – CLAIMING SFEC

Sam would like to attend the course Building Relational Capacity by LCCS. LCCS has certifiable-skills training courses with up to 70% funding.

<b>SkillsFuture Enterprise Credit (SFEC) Calculation</b>	<b>SME Trainee</b>	<b>Non-SME Spore Citizen/SPR &gt;21 years old</b>	<b>Non-SME Spore Citizen &gt;= 40 years old</b>
Net Fee Payable (Example from previous company sponsored table)	\$360	\$600	\$360
SFEC claimable (90%)	\$(324)	\$(540)	\$(324)
<b>Net Fee Payable (Out-of-pocket expense)</b>	<b>\$36</b>	<b>\$60</b>	<b>\$36</b>

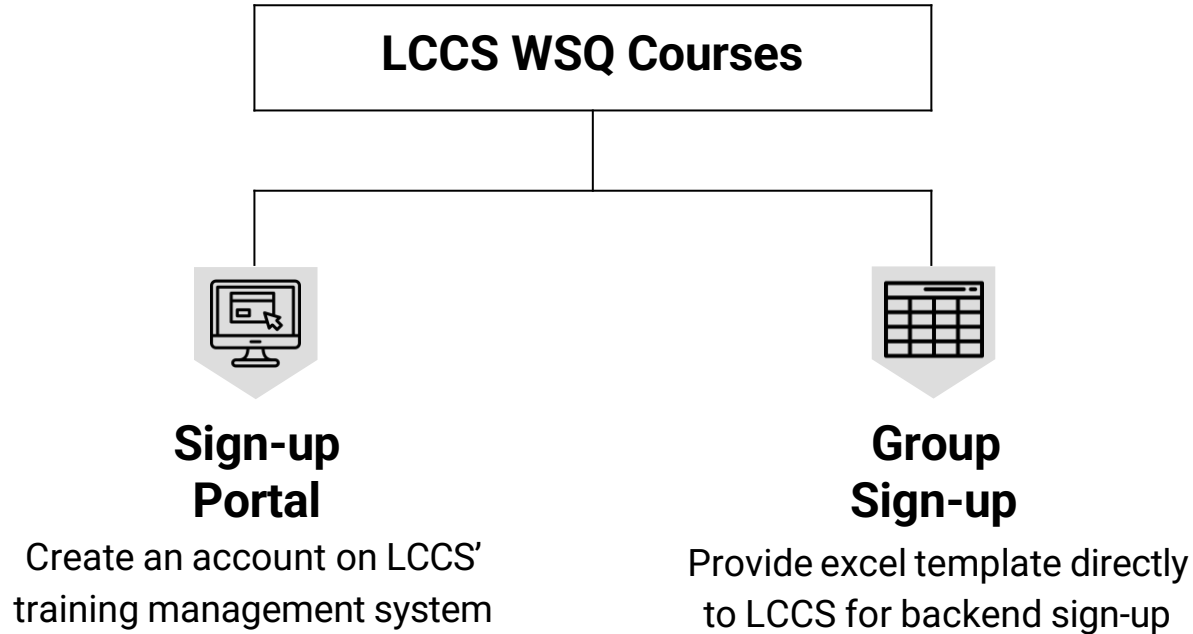
3

# Sign-up Platform

Training Management System



## HOW TO SIGN-UP



# Sign-up Platform – Sign-up Portal

## MySkillsFuture Portal

myskillsfuture.gov.sg

A Singapore Government Agency Website

MySkillsFuture

Courses Initiatives E-Services Login

Home > Courses > Course Detail

Community and Social Services

Course ID: TGS-2022017183

### Building Relational Capacity

LUTHERAN COMMUNITY CARE SERVICES LIMITED  
UEN/Foreign Entity Number: 2002075862

Upcoming Course Date:  
07 Mar 23 [View More](#)

Full Fee: **\$ 1,200.00**      Nett Fee: **\$ 600.00**

[Add To Wishlist](#)

Course Overview Fee Details Schedule FAQ

### Course Overview

If you are interested in this course, please register directly with the training provider.

#### Course Objectives

Relationships matter to all of us, both in our personal and professional lives. Healthy relationships allow us to thrive. Unhealthy relationships create tension and affect our well-being. This course aims to equip our learners in building meaningful relationships with their stakeholders to promote connectedness and enhance their effectiveness at home and at work. At the end of the course, participants will learn to:

- Examine how one's perspective influences their interaction with others
- Increase the awareness of their capacity to relate to others
- Develop trust and create safe environments for people to share, learn, grow and feel supported to take on new opportunities
- Understand and apply restorative practices concepts to have difficult conversations and to resolve conflict.
- Gain the confidence to cultivate positive relationships.

#### Training Commitment

Full Time

Duration  
**22.50 hours**

Language  
**English**

#### Contact Person(s)

Mr LEONARD KEITH NG  
96448945  
[leonard.ng@lccs.org.sg](mailto:leonard.ng@lccs.org.sg)

[Enquire](#)



myskillsfuture.gov.sg

A Singapore Government Agency Website

MySkillsFuture

Courses Initiatives E-Services Login

Home > Courses > Course Detail

Course Overview Fee Details Schedule FAQ

### Fee Details

Click the buttons below for subsidies available for self-sponsored individuals and employers. Please contact the training provider to find out more about your subsidy eligibility.

**Self-sponsored individual**  
Course fee funding for SSG-approved courses

[View Details](#)

**Employers**  
Course fee funding for SSG-approved courses

[View Details](#)

### Schedule

Please check with the training provider for the most updated course information and course run dates.

#### Upcoming Course Date(s):

07 Mar 2023 - 21 Mar 2023 [BOOKABLE](#)

Register from: 08 Feb 2023 - 05 Mar 2023

Mode of Training: **Classroom**

Trainer(s): [Leonard Keith Ng](#)

Intake Size: **Max. 25 participants**

Primary Venue: [#02-01 Main Training Room 3779 Jalan Bukit Merah Bukit Merah Community Hub Singapore 640412](#)

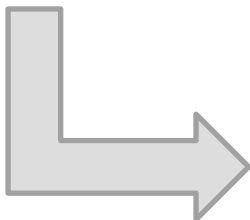
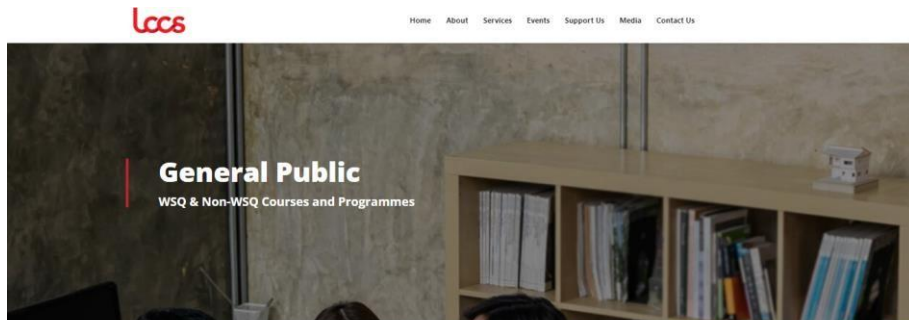
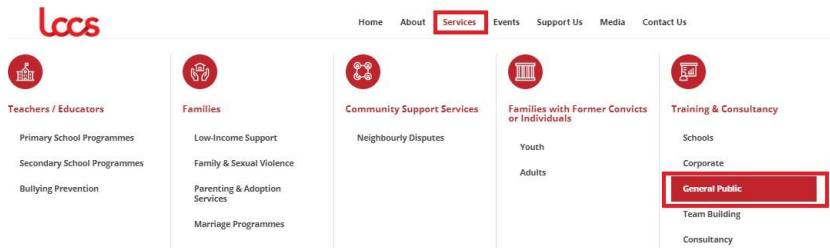
[View Sessions](#)



# Sign-up Platform – Sign-up Portal

## From LCCS Website

URL: [lccs.org.sg](https://lccs.org.sg)



### Building Relational Capacity

Course Length: 3 FULL DAYS with Portfolio Creation

Funding: SkillsFuture

Engagement is a skill necessary for relationship building in any context. Relationship is key to learning, development, healing and growth. Recognising that individuals are "profoundly relational" (Pranis, 2007), a relational approach is critical to build connectedness in a community, through the awareness of one's action or lack thereof does have an impact on others, whether directly or vicariously (Boyes-Watson & Pranis, 2015). Expanding one's relational capacity can contribute to an appreciation of reasons for disengagement and therefore, disconnections. From the awareness of one's relational capacity, we can intentionally work towards transforming growth-inhibiting relationships to growth-enhancing ones.

#### Learning Outcomes

Examine the relationship between relational capacity and relationship building

Integrate relational capacity with the restorative practice concepts

Build relational capacity through relational engagement

#### Topics & Content

- Reflection of practice rationale and assumptions
- Identify the basic tenants of relationship building
- Study and discuss the concept of relational capacity and its constructs
- Discuss the relationship between professional practice and personal development.

- Compare the different domains of the practice domains
- Identify and discuss what is fair process
- Describe what is shame, its function and triggers
- Apply the compass of shame and how it matters when engaging people with different complexities and issues
- Review the Tomkins blueprint
- Articulate the principles of restorative practice to relational capacity

- Apply the restorative processes in engagement
- Recognise and reflect on individual self-reflexivity and relational reflexivity
- Outline individual mapping of your learning development

Apply Now

# Sign-up Platform – Sign-up Portal

## PandaiSuite

The screenshot shows a web browser displaying the PandaiSuite sign-up portal. The page features a green header with the logo and navigation links. Below the header is a large image of hands joined together. The main content area is titled 'Building Relational Capacity' and includes a course fee of SGD \$1,200.00, a 'Sign Up Now!' button, and a table of course runs. A red arrow points to the 'Sign Up Now!' button.

**PANDAICART PUBLIC MARKET** [Create Account](#) [Login](#)

**SKILLSfuture**

### Building Relational Capacity

TGS-2022017183

**Training Provider**  
LCCS

**SSG Subsidy**  
Available

**Course Fee**  
SGD \$1,200.00

**Sign Up Now!**

#### Course Key Information

TGS-2022017183	Funded
Mode of Training	Full Time
Instruction Medium	English
Training Duration	22.5 Hours
Area of Training	Community and Social Services
Mode of Learning	Classroom Facilitated Training

#### Course Runs

TGS-2022017183	
Registration Date	Mar 5, 2023
Training Date	Mar 7, 2023 - Mar 21, 2023

#### Objective

The need that the course will address is an individual's understanding and embodying a stance to establish healthy relationships that promote connectedness, healing and growth through building one's relational capacity. Relational capacity is defined as the ability to relate (Duffy, 2018) and connect with self and others. The concept of relational capacity is developed by the LCCS team, based on the definition of restorative practice being "a way of thinking and being, focused on creating safe spaces for real conversations that deepen relationships and build stronger and more connected communities" (Vander Venne, 2016). The concept of relational capacity is anchored in restorative practice concepts and processes.

Research has shown that relationship between the therapist and client account for 30% of change in the latter and clients' support system, inner strengths and environment account for 40% (Thomas, 2006). Relational capacity enables practitioners to engage in relational practice to create the conditions for change through creating a therapeutic alliance between the practitioner and the individual, as well as widening the support network of the individuals and families for sustained transformational change.

# Sign-up Platform – Sign-up Portal

## Group Sign-up

The screenshot displays the Microsoft Excel interface with a spreadsheet template titled "Backend-registration-template-ssg-corp-v2.1.xlsx". The ribbon is set to "Home", and the active cell is A6. The spreadsheet has the following columns:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Name	Registered date	Sponsorship type	Identity type	ID type	Identity value	Date of birth	Contact no country code	Contact no area code	Contact no	Email	Mailing address line 1	Mailing address line 2
2													
3													
4													
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The bottom of the window shows the "Data upload" tab selected, and the status bar indicates "Ready" and "Accessibility: Investigate".

4

# Old Versus New

In summary

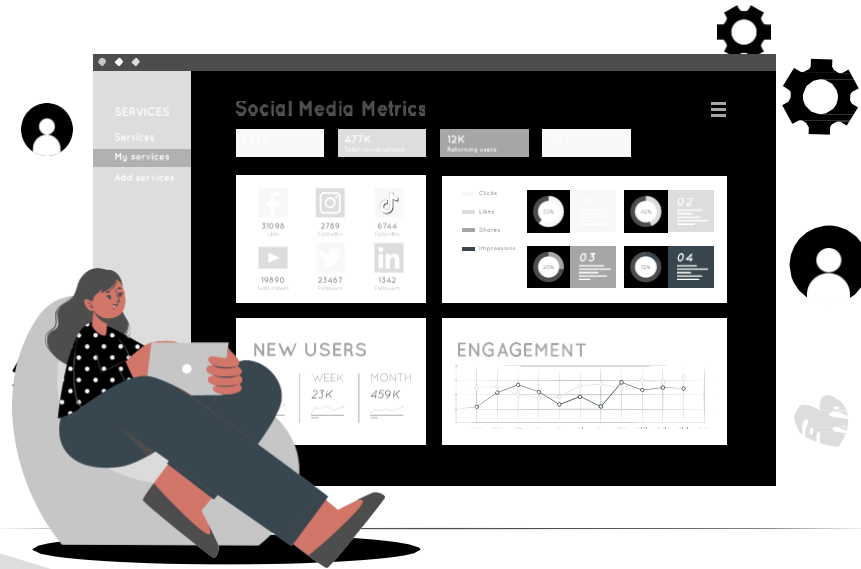


## IN A NUTSHELL

	Old	New
Practice Domains	✓	✓
Fair Process	✓	✓
Affects and Shame	✓	✓
Restorative Questions	✓	✓
7 Principles	✗	✓
Relational Capacity Constructs	✗	✓
Practitioner Portfolio	✗	✓
Singapore Workforce Skills Qualifications (WSQ)	✗	✓

# Other Courses

What else do we have?



# Facilitating Restorative Circles



## Learning Outcomes

- Analyse the principles of a restorative circle
- Apply the principles of a restorative circle in circle facilitation

## Topics & Content

- Differentiate between proactive and responsive circles
- Identify and discuss the principles of a restorative circle
- Plan and experience both proactive and response circles using the principles of a restorative circle

# Facilitation – The Way of Relating



## Learning Outcomes

- Explore 4 effective facilitation skills
- Discuss the 5Cs of the stages of dialogue
- Experience the 6 process designs

## Topics & Content

- Identify what is facilitation and the role of a facilitator
- Discuss how your personality affects the way you facilitate
- Explore 4 effective facilitation skills you can apply in your facilitation

# Family Engagement – Family Group Decision-Making



## Learning Outcomes

- Identifying the values and principles for FGDM practice
- Recognising the purposes and benefits of FGDM
- Reviewing the FGDM process and the critical elements for its implementation
- Applying FGDM to practice context

## Topics & Content

- Discuss how FGDM fits into casework practice
- Identify FGDM stages
- Discuss the importance of FGDM conference question
- Explore ways to widen circle of support of family group
- Experience FGDM preparation process through role-play

# Build Workplace Relationships through Restorative Practices

## Learning Outcomes

- Analyse the causes of conflicts, grievances and disputes in workplace relationships
- Analyse one's practice at the workplace
- Build positive workplace culture and resolve workplace conflicts, grievances and disputes using effective engagement methods

## Topics & Content

- Discuss the importance of why effective relationships matter in an organisation
- Identify how conflicts and grievances result in creating a negative work culture
- Adopt the working model of fair process in employee engagement
- Discuss forward looking plans in positive culture building



# Thanks!

Do you have any questions?

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[lccs.org.sg](http://lccs.org.sg)

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