



**SERAPHCORP
INSTITUTE**

[WEBINAR] e-Masterclass: Building an Organisational Culture of Resilience

12 November 2020, Thursday
9.00am – 12.00pm

This programme is conducted as a live webinar.

Registration Fees	
Category	Fees (Inclusive of 7% GST and course materials)
Law Society Member	\$160.50-Free*
SCCA Member	\$288.90
Non-Member	\$321.00



No. of Public
CPD Points:
3.0

Practice Area:
**Professional
Skills**

Training Level:
General

*From 1 July to 31 December
2020, webinars are free for all
LawSoc Members.
Terms and conditions apply.

About the Programme

Why did some organisations thrive during COVID-19 whilst others fumbled? What did they do differently? A key success factor for many organisations in times of crisis is organisational culture—the values and beliefs of the organization that impacts the way its team members behave with other team members and with external stakeholders.

Understand the fundamentals of organisational culture from a social psychology perspective. Learn more about your firm's organisational culture and how you can build a systemic culture of resilience in your team.

Outline:

1. What is organisational culture?
2. What are the structures and dynamics that make up your firm's organisational culture?
3. Understanding systemic resilience
4. Understanding your firm's reactions to disruption and failure
5. What you can do to build a culture of resilience

This is an interactive and experiential e-masterclass with a limited class size. Participants will be required to participate in personal and small group activities and discussions.

Programme Outline

Time	Programme
8.30am – 9.00am	Participants log on
9.00am – 9.15am	Establishing the Learning Group
9.15am – 10.00am	<ol style="list-style-type: none"> 1. What is organisational culture? 2. What are the structures and dynamics that make up your firm's organisational culture?
10.00am – 10.15am	Break
10:15am – 11.15am	<ol style="list-style-type: none"> 3. Understanding systemic resilience 4. Understanding your firm's reactions to disruption and failure
11.15am – 12.00pm	5. What you can do to build a culture of resilience
12.00pm	End

Speakers' Profile



JM Grace Lam – Director, SeraphCorp Institute

JM Grace Lam is the founder and executive director of SeraphCorp Institute, a leadership consulting firm. She specializes in applying Transactional Analysis (a school in social psychology) in organisations to effect change at the systemic level. Companies and governments have engaged her to help in leadership behaviour change, leadership learning, organisational culture change, and talent management. Grace graduated from the National University of Singapore (NUS) with Honours in Political Science. She has a Masters degree in Organisational Leadership from Monash University.

Grace worked in the Singapore Civil Service as a senior political analyst before joining the private sector as a principal in boutique venture capital firm. She is also the first Singaporean to qualify as a Certified Transactional Analyst (Organisation) in Europe. Grace researches and writes on developments in leadership development and on new andragogical practices.



JR-Earn Karen Lam – Director (Learning), SeraphCorp Institute

JE Karen Lam brings wide-ranging experience in dealing with leaders from multinational companies and government agencies. In her previous roles in executive search and the Singapore Administrative Service, Karen has interacted with senior management leaders at the local and Asia Pacific levels, as well as with senior government officials and political leaders. Her special interests lie in career coaching and leadership development, into which she integrates both her hands-on knowledge of diverse industries and psychotherapy theories like Transactional Analysis.

Karen believes that effective learning happens when learners co-create the learning with each other and the faculty. To that end, she designs learning programmes that incorporate experiences and activities both within the Workforce Skills Qualification (WSQ) framework and outside of it. As the first Certified Transactional Analysis (Education) in Singapore, Karen pioneers the use of educational TA (a form of social psychology) in equipping adult educators and in her design of learning programmes.

Karen enjoys consulting projects with clients about corporate culture and change. Besides facilitation and consultancy, Karen is also actively involved in executive coaching. Karen's specific research interests are: high ability individuals, leadership and learning in SMEs, the psychology of learning and e-learning, and how stories shape our reality.

Admin Note to Singapore Practitioners and s36B Foreign Lawyers in relation to the Mandatory CPD Scheme:

No of Public CPD Points: 3.0
Practice Area: Professional Skills
Training Level: General

Participants who wish to obtain CPD Points are reminded that they must comply strictly with the Attendance Policy set out in the CPD Guidelines. For this activity, this includes logging in at the start of the webinar and logging out at the conclusion of the webinar in the manner required by the organiser, and not being away from the entire activity for more than 15 minutes. Participants who do not comply with the Attendance Policy will not be able to obtain CPD Points for attending the activity. Please refer to <http://www.sileCPDcentre.sg> for more information.

Note: In the course of the event, photographs/videos/interviews of participants could be taken/conducted by the Law Society or parties appointed by the Law Society for the purpose of post event publicity, either in the Law Society's official publication/website, social media platforms or any third party's publication/website/social media platforms approved by the Law Society.

Registration

To register, please visit our website at: <https://www.lawsociety.org.sg/CPD-Portal/Law-Society-Events>.

For enquiries, please contact us at cpd@lawsoc.org.sg or 6530-0255.

1. General Terms and Conditions

- 1.1. **"Free" registration tickets are extended only to Law Society of Singapore Members under the "Extraordinary Relief Package". Note: Other employees of law firms are not eligible**
- 1.2. **"Free" Registration tickets are strictly non-transferable.**
- 1.3. **If a Member is found to have lapsed in attendance of 3 free webinars, without cancellation of registration at least 3 working days prior to the event, their subsequent free registrations will be rejected and the usual registration fee will apply. Strictly no exemptions will be considered.**
- 1.4. Registration closes on the date as stipulated on the registration page or when all seats are filled.
- 1.5. Allocation of seats is on a first-come-first-served basis and there are limited seats for each programme.
- 1.6. The registration fee is due and payable upon registration and must be received prior to the programme.
- 1.7. Payment must be made by the closing date stated. Registration will only be confirmed upon receipt of full payment.
- 1.8. The Law Society reserves the right to refuse to register or admit any participant, and to cancel or postpone the programme.
- 1.9. For paid registrations, a substitute delegate is welcome, provided that The Law Society is notified in writing of the substitute delegate's name and particulars at least 3 working days before the programme. Substitution of registrant is not applicable for "Free" registration tickets.

2. Cancellation and Refund of Fees

- 2.1. Participants who cancel their registration before the commencement date shall be liable to pay the percentage of the registration fee set out as follows:
 - i. 20 calendar days before commencement date: 25% of registration fee.
 - ii. 8 to 19 calendar days before commencement date: 50% of registration fee.
 - iii. 7 calendar days or less before commencement date: 100% of registration fee.
 - 2.2. Participants who cancel their registration without prior payment shall also be liable to the cancellation fee set out in
 - 2.1. In the event that the payment for cancellation fee is not received despite multiple chasers, a tax invoice will be issued and mailed to your law practice/organisation.
 - 2.3. Participants who are unable to attend the programme due to medical exigencies will be subject to a cancellation fee of 50% of the registration fee.
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