

SKILLS FRAMEWORK FOR DESIGN SKILLS MAP – DESIGN FACILITATOR					
Sector	Design				
Track	Business				
Sub-track	Transformation Design				
Occupation	Business Transformation Professional				
Job Role	Design Facilitator				
Job Role Description	<p>The Design Facilitator assists in imparting design thinking concepts to internal stakeholders in the organisation. He/She implements change management processes and assists stakeholders in executing design thinking within teams and departments. He engages leaders regarding requirements for delivering design thinking strategies and works cross-functionally with internal stakeholders and external partners.</p> <p>The Design Facilitator demonstrates strong stakeholder management and interpersonal skills when engaging with different individuals in the organisation. He is a creative idealist who is able to imagine various innovative methods and processes for improving the status quo. Lastly, he is logical in analysing the needs of users and can recommend suitable improvements to current methods and processes.</p>				
Critical Work Functions and Key Tasks	Critical Work Functions	Deliver design thinking solutions	Key Tasks		Performance Expectations (For legislated / regulated occupations)
			Assess the current state of root causes of organisational problems		
			Organise workshops with agendas that promote design thinking		
			Lead teams in design thinking ideation across the organisation		
			Assist stakeholders in executing design thinking within teams and departments		
	Facilitate change management	Implement change management processes			
		Investigate new solutions and innovative ways for enhancing organisational practices			
		Identify levers for accelerating organisational changes and transformation			
	Deepen relationships with stakeholders	Work cross-functionally with internal stakeholders and external partners			
		Engage leaders regarding requirements for delivering design thinking strategies			
Assist the implementation of transformational initiatives for the organisation					
Skills & Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)		
	Aesthetic and Design Sensibility	Level 3	Communication	Intermediate	
	Business Model Innovation	Level 3	Problem Solving	Intermediate	
	Business Negotiation	Level 3	Interpersonal Skills	Advanced	
	Business Presentation Delivery	Level 3	Creative Thinking	Intermediate	
	Conceptual Thinking	Level 3	Resource Management	Intermediate	
	Creative Entrepreneurship	Level 4			
	Critical Thinking	Level 3			
	Cultural Sensitivity for Design	Level 3			
	Data and Information Visualisation	Level 3			
	Design Thinking Practice	Level 4			
	Digital and Physical Prototyping	Level 2			
	Emerging Technology Synthesis	Level 3			
	Empathetic Design	Level 3			
	Facilitation	Level 4			
	Imagination and Exploration	Level 3			
	Narrative Design	Level 3			
Stakeholder Management	Level 3				
Systems Thinking	Level 3				
Programme Listing	For a list of Training Programmes available for the Design sector, please visit: www.skillsfuture.sg/skills-framework/design				

The information contained in this document serves as a guide.