



## Certified Organisational Culture Consultant (COCC) Course



Certified Organisational Culture Consultant (COCC) Prospectus  
© 2024 Positive Performance Consulting Pte Ltd

[admin@positiveconsulting.sg](mailto:admin@positiveconsulting.sg)  
[www.positiveconsulting.sg](http://www.positiveconsulting.sg)







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# ABOUT POSITIVE PERFORMANCE CONSULTING PTE LTD

Positive Performance Consulting is a Management and Organisational Development Consulting Company based in Singapore. We consult, speak, coach and lead workshops in the areas of Organisation Development, Change, Leadership, Business Culture, Talent, Organisational Well-being and Management.

We create solutions that integrate individual strengths, principles of positivity and psychology delivering consistent and sustainable results.

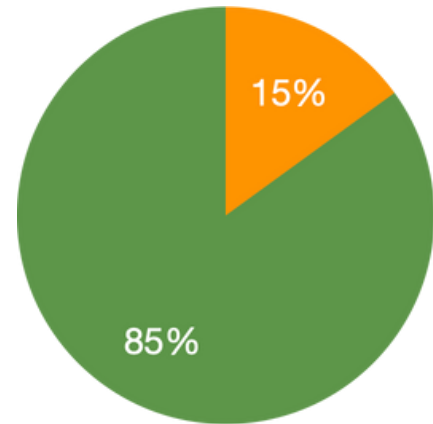


We use a balanced approach of diagnostic and appreciative strategies in our interventions. Our unique approach integrates well researched and field-tested concepts and practices from the fields of Strengths Movement, Positive Psychology and traditional business modalities. We adopt whole system approaches that can engage a large number of the staff and leaders in the shortest possible time. We substantiate our methodologies with evidence from research and lead the projects with business outcomes in mind. We sustain performance through the blend of theory and skills, application at the workplace and by measuring the results.

We have a diverse team of professionals experienced in the fields of Organization Development, Culture Transformation, Business Strategy, Psychology, Coaching, Counselling, Appreciative Inquiry, Positive Organizational Scholarship, Facilitation, Mindfulness and Organisational Wellbeing. With our experience and passion, we bring thought leadership to our work, while we design solutions relevant to the local context with global relevance.

# CERTIFIED ORGANISATIONAL CULTURE CONSULTANT COURSE

Is your organisation in the  
**green** or **orange**?



A research by Institute for Corporate Productivity, shows that a mere 15% of companies declare that they have successfully changed their culture.

In another study by Columbia University of more than 1,300 executives in major firms, "92% said that improving their culture would increase their company's value". Yet "only 16% said that their culture was where it should be".

## From Good to Great - Thriving in a Changing World

Let us do a pulse check.

- *How is your organisation performing today?*
- *How future ready is it?*
- *How resilient is it?*
- *Is it surviving, basal, good or thriving?*

In today's unpredictable and constantly changing environment, creating and sustaining a performing, positive and inclusive culture is the difference between whether a company thrives or lags behind the competition. Organisations have to transform to be resilient and thriving in this world.

Evidence from across the globe have repeatedly demonstrated that positivity strategies and approaches contribute to performing organisations. It is not about happiness or being cheerful but rather using positivity principles and strengths based approaches from research to guide an organisation forward. Employees desire a clear direction for the future and a culture that drives strong engagement and best performance with both tangible and intangible rewards. Yet many culture and change initiatives fail to achieve the desired outcome or impact; wasting precious resources and contributing to further disengagement.



## BUILDING INTERNAL CAPACITY TO CREATE PERFORMING, POSITIVE, AND INCLUSIVE CULTURE

Having journeyed with diverse clients from both multinational and small-medium enterprises across the globe, we do understand that culture change can be both daunting and challenging. At the same time, you know as well as we do, that it is a needed accelerant to growth. It is non-negotiable.

This Certified Organisational Culture Consultant (COCC) programme originated from our conversations and work with our clients on how best we could support organisations to co-create waves of successful, positive and sustainable work cultures across the globe.

After much research and analysis, we identified that equipping individuals within an organisation with the philosophy, knowledge, skills, tools and techniques to be able to shift an organizational culture from good to great inside out is the most effective and sustainable approach.

This certification programme integrates fundamentals of change management, architecting culture blueprint and practical applications of organisational wellbeing to provide a good foundation to drive organisational change. By the end of this programme, participants will have the skills and knowledge to intentionally design, develop and implement initiatives to support and further enhance their organisations or clients' organisational culture directives.

# DELIVERY

Our programme consists of six modules with an optional practicum module (module 7) for those interested in being certified. It is delivered virtually.

Phase	Module	Duration
1	Module 1 Foundations of Organisational Culture	3 half days
2	Module 2: Designing a Business Culture Blueprint	2 half days
	Module 3: Diversity, Equity and Inclusivity	2 half days
	Module 4: Leading Organisational Change	3 half days
	Module 5: Organisational Wellbeing	3 half days
	Module 6: Facilitation & Engagement	2 half days
3	Module 7: Impact Project Practicum	Ongoing

## CERTIFICATION

Participants will receive a certificate of completion for each module they attend. Upon completion of Module 1 to 6, for participants who wish to pursue certification as Organisational Culture Consultants, they will have to complete Module 7 and submit an Impact Project Practicum Written Report. Graduates will be eligible to receive a personal credential as a Certified Organisational Culture Consultant.



## MODULE INFORMATION

# MODULE 1: FOUNDATIONS OF ORGANISATIONAL CULTURE

Organisational Culture is the DNA of an organisation. It is often defined as the collective behaviour of the members of an organization at its best. And to understand and change it is perhaps the most challenging thing for any one person. The first step towards change is to understand what Organisational Culture is and its levers for change. In this module, learners will learn about concepts, theories, case studies and strategies related to Organisational Culture.

### Learning Objectives:

- Learning about the relationship between positive organisational culture and performing organisations
- Understanding what is happening globally and the impact on our organisation's culture and teams
- Understanding the tools needed to build a positive, performing and inclusive culture
- Understanding how to design the transformative pitch for your culture initiatives
- Learning a tool for analysis to get a pulse on how positive your culture might be

### Assessments:

- Attendance and participation
- Completion of assignments



# MODULE 2: DESIGNING A BUSINESS CULTURE BLUEPRINT

Culture matters - and research proves culture is inextricably linked to organisational performance. Yet for many companies, culture is often left to evolve organically or as an afterthought. The prevailing mindsets seem to be that “we know it is good but we will get it sorted when we have time”, “at least we are not as bad as abc”, “it is only something the big companies can focus on” or “we will do it when we are successful”. Such mindsets have proven to be costly, damaging and toxic for synergy and performance. In this module, learners will grasp the importance of designing a business culture blueprint and be introduced to steps to getting started.

## Learning Objectives:

- Understanding the existing culture for clarity on way forward
- Architecting a sustainable approach which is both intentional and integrative for designing a culture blueprint
- Understanding the steps to designing a successful culture blueprint
- Learning how to shatterproof culture change initiatives for continued sustainable success
- Creating culture champions at workplace

## Assessments:

- Attendance and participation
- Completion of assignments

# MODULE 3: DIVERSITY, EQUITY AND INCLUSION (DEI)

Workplaces are changing rapidly and in ways that are unimaginable in the past. Organisations are realising that a culture which is diverse, equitable and inclusive is the pathway to sustainable performance and to increase overall bottom line. However, the way to bring DEI into your culture is initially like walking on a tightrope, and yet it is possible with the right strategies and innovation. In this module, learners will learn how to create and sustain a culture that is diverse, equitable and inclusive.

## Learning Objectives:

- Understanding the psychological dimensions of biases
- Appreciating the different types of conscious and unconscious biases
- Understanding race, gender and dissonance
- Understand how culture enacts diversity, equity, and inclusion in homogeneous and heterogeneous environments
- Explore how organisational policies can be recognised for its DEI deficits
- Learn strategies and frameworks to effect positive changes in the workplace and workforce
- Learning to quantify the impact of DEI on the organisation

## Assessments:

- Attendance and participation
- Completion of assignments

# MODULE 4: LEADING ORGANISATIONAL CHANGE

Managing change in an organisation is not the sole responsibility of the leaders but everyone in the organisation. Yet, organisations struggle to get its members excited and involved in the change initiatives. In this module, learners will be introduced to a social constructionist approach to change which accentuates the positive as the negatives are recognised. Such an approach to change would include and involve all members of the organisation from inception to implementation.

## Learning Objectives:

- Learning the difference between diagnostic change vs dialogic change
- Learning to differentiate task-centred change and people-centred change
- Learning to use the Social Constructivist intervention method
- Leading and supporting people through change
- Integrating the best of Appreciative Inquiry and Kotter's 8-step change for enhancing the change process
- Contribute positively to organisational initiatives through the effective planning and implementation

## Assessments:

- Attendance and participation
- Completion of assignments



# MODULE 5: ORGANISATIONAL WELLBEING

Wellbeing is an integral part of an organisation's culture. Your employees are your assets and contribute to the growth and success of your organisation. Organisational wellbeing is an often misunderstood concept. Many link it to wellness but wellness is a small fraction of wellbeing. Wellbeing is not confined to the absence of sick leave or retention of staff or employee assistance programmes but the presence of wellbeing and happiness. It has to be part of the company's culture and ingrained into its policies. It is part of corporate responsibility and strongly linked to the company's brand.

Organisational Integrated Wellbeing Model (OIWM) adheres to all possible levels of employee and organisational experience from the mind to the body and the environment. Learn how to do a comprehensive evaluation of the organisation's wellbeing initiatives and implement policies, processes and programmes that enhance the organisation's wellbeing. Wellbeing then becomes part of the DNA of the organisation, to invest and sustain a culture that promotes organisational wellbeing while deepening the connection between employees and organisations.

## Learning Objectives:

- To compare and contrast between a wellbeing vs a wellness programme
- To understand what constitutes organisational wellbeing
- Signs and symptoms of organisational wellbeing vs illness
- To articulate how wellbeing is linked to happiness, health, relationships, performance and productivity
- To understand and apply the five key principles of OIWM and elements of wellbeing to teams and organisations
- To know the tools and strategies to enhance wellbeing at workplace
- To recommend and create action plans to implement changes in organisations towards organisational and personal wellbeing using the OIWM framework.
- To create individualised action plans for personal wellbeing using the OIWM framework.
- To create wellbeing ambassadors at workplace

## Assessments:

- Attendance and participation
- Completion of assignments

# MODULE 6: FACILITATION AND ENGAGEMENT

Facilitation is the practice of structuring and guiding decision-making processes, conversations, dialogues, forums, meetings and other activities using highly engaging strategies that help the people involved to collaborate more respectfully and effectively create outcomes. The purpose of this module is to introduce and provide opportunities to practice the various facilitation processes and methodologies that can be utilised to create the desired culture in an organisation.

## Learning Objectives:

- Learning how to create an inclusive and safe environment for team members
- Learning the processes of arriving at group agreements
- Ensuring non-judgment and neutrality in the processes
- Managing power imbalances in the environment
- Learning to guide discussions and decision making processes
- Inspiring the members to use facilitation as a means to arrive at group outcomes

## Assessments:

- Attendance and Practices
- Completion of assignments

# MODULE 7: IMPACT PROJECT PRACTICUM

The practicum project is mandatory for participants of this programme who wish to be certified as a Certified Organisational Culture Consultant.

The project practicum is an important component of the Certified Organisational Culture Consultant Course. This service-learning opportunity allows you to apply your course learnings to significant, hands-on work in your organization or agency.

The goal of the practicum project is to demonstrate the application of concepts learned from the prior modules through actual organisational initiatives. A supervisor will be allocated to the participants, who will mentor and guide them. The practicum project would have to be completed within a year from the start date of module 1. Mentoring sessions will be 90 mins per session for 3 sessions.

## Assessments:

- Written Report
- Attendance in 3 Mentoring Sessions with Supervisor



# DATES & FEES

The standard fee for each of the modules is as follows:

Module	Duration	Dates/Time (SGT)	Fees (SGD)
Module 1 - Foundations of Organisational Culture	1.5 days	<ul style="list-style-type: none"> <li>• 10 January 2025 (9 am to 5pm)</li> <li>• 17 January 2025 (9am to 1pm)</li> </ul>	<b>\$6,700</b>
Module 2 - Designing a Business Culture Blueprint	1 day	<ul style="list-style-type: none"> <li>• 7 February 2025 (9am to 5pm)</li> </ul>	
Module 3 - Diversity, Equity and Inclusivity	1 day	<ul style="list-style-type: none"> <li>• 21 February 2025 (9am to 5pm)</li> </ul>	
Module 4 - Leading Organisational Change	1.5 days	<ul style="list-style-type: none"> <li>• 28 February 2025 (9am to 5pm)</li> <li>• 7 March 2025 (9am to 1pm)</li> </ul>	
Module 5 - Organisational Wellbeing	1.5 days	<ul style="list-style-type: none"> <li>• 14 March 2025 (9am to 5pm)</li> <li>• 21 March 2025 (9am to 1pm)</li> </ul>	
Module 6 - Facilitation & Engagement	1 day	<ul style="list-style-type: none"> <li>• 4 April 2025 (9am to 5pm)</li> </ul>	
Module 7 - Impact project Practicum cum Supervision		NA	<b>\$770</b>

# APPLICATION PROCESS

You can email to us your interest at [admin@positiveconsulting.sg](mailto:admin@positiveconsulting.sg).



# TESTIMONIALS FROM CLIENTS

Positive Performance Consulting Pte Ltd has delivered training, facilitation and consulting solutions in Singapore, Malaysia, China, Hong Kong, Taiwan, Thailand, Cambodia, Myanmar, Bahrain, Scotland, India, Australia, Britain, USA and Australia. To date, we have impacted over 100 multinational and small-medium enterprises.

## **Mr Lim, Business Owner, Built Environment Industry**

Creating a positive performing culture is critical to deliver tangible business benefits. It is our employees that power ideas, innovation and success in what we do. Bernadette and her team of consultants provides effective frameworks for doable actionable strategies for culture renovation. I have benefitted from her coaching and mentoring on how to effectively build teams into a forward-looking, solution-focused unit that worked as one for the growth of the company. PPC's certification programme will enable business leaders to have a team of effective internal consultants and change agents. Strengthening our organisation's internal capacity to create the environment that enables employees to make a difference will future proof the business. I'll highly recommend Bernadette and PPC's expertise to any business owner looking to build a team that will take your organisation from good to great.

## **Ms Kang, SMRT**

Positive Performance Consulting did a wonderful job. The workshops were conducted professionally in rejuvenating and recharging the participants to take greater personal accountability and responsibility to achieve organisational results.

## **Mr Voedisch, MD, PRecious Communications**

Precious Communications is experiencing exponential growth and to sustain this, we understand that a growth mindset cannot be forced, but should be developed and encouraged over time. Bernadette brings not only an independent perspective and creates a safe environment through structured conversations, but enriches the whole process with her strong facilitation experience, which enables her and the teams she works with to better learn, connect and accelerate. This ensures that everyone's behaviours are consistent with the overall growth values of the organisation. The net effect is that we develop and retain our best people, drive performance upwards, and improve the bottom line.

## **Mr Lim, Director, A.Plus International Financial Press Limited**

As a business leader, it is critical for me to build a business culture that allows my team to thrive and create value. A culture which supports their personal development and growth. Bernadette has facilitated team synergy sessions for my team twice here in Hong Kong and provided me with strategic consulting for business culture. I strongly recommend her to any progressive organization who is looking to transform its culture to one that is engaged, growth minded, agile and high performing

**Ms Arroyo, Autodesk**

The initial consulting meetings and preliminary conversations were key to collaborate with the facilitator. I would recommend this organization for impactful leadership and team workshops.

**Ms Chua, HR Practice Head, Thong & Lim**

With our consultant's dedication and guidance, we learnt to trust the programme. Our objective for the programme was to set up the Firms' culture and work practices. And indeed, during the many brain-storming sessions, she shared her experiences with us. With her help, we have designed and created SOPs for all the departments. This not only helps to create awareness between departments' processes, it also builds a stronger collaboration amongst staff and promotes continuous improvement for new ways of work practices. As a HR practice personnel, I have learnt to be observant, to reach out and to connect with the team and fellow staff. The experience I have gained from Bernadette is tremendous. I have gained confidence in overcoming my fear in presenting the in-house training and my personal obstacles. Thank you for sharing and the opportunity to learn.

**Jane Hia, CEO, Kith Cafe Pte Ltd**

B's positivity and energy is highly infectious. Through her engaging and empowering workshops, she was able to inject a stronger sense of teamwork, unity and commitment into our organisation. She was able to engage our employees from various backgrounds and ramped up employee motivation significantly. They began to understand the respective roles that play in contributing towards our larger vision of building the Happiest and Biggest Family in the World. We highly recommend their services to organisations both large and small, who are interested in creating an inspiring work culture.

**Ms Theresa, NUHS**

Helped to direct more of the uncertain thinking to more positive. Excellent facilitator with good feedback and sharing session which really open up my mindset.

**Mr Cheng, Ngee Ann Polytechnic**

The sessions captured my full attention and I truly enjoyed the workshop. We are satisfied with Sunita Rai's and PPC's performance and have no hesitation in recommending them to anyone.



**Mr Tan, SIM**

Facilitator was well-versed in the contents of the workshop which made it interesting.

**Mr K, ICA**

The facilitator, Kathirasan, was patient, engaging and did a great job in teaching us new skills. Concepts were presented in an easy to understand manner and we could apply the skills through activities.

**Ms Chua, Participant**

I must say that throughout my career with various MNCs, I have been sent to various corporate training programmes both abroad and here locally, and none, I must say, can surpass the way your workshop is conducted. There was never a moment I felt bored in class! You truly have outshined all other Speakers/Facilitators that I know!

**Mr Lim, Participant**

Bernadette is a dynamic and engaging facilitator who connects with audiences from all walks of life. She delivers with passion and empathy. Her sunshine personality exudes positive energy and it is sure to motivate whomever she interacts with.

# FACULTY



**Ms Bernadette Chua**  
**Managing Partner**  
**Multi Award-Winning**  
**Leadership & Business**  
**Culture Consultant,**  
**Executive Coach, Keynote**  
**Speaker, Author, Workshop**  
**Leader**



As an Architect for Business Culture, Bernadette is committed to building successful business cultures for people to thrive. She believes that people and culture are vital parts of business value creation in a rapidly changing world.

She journeys with business leaders and their teams to envision, design and implement a business culture blueprint integrating Dream Catalyst Business Culture Value Creation® model focusing on Strategic Framework, Leadership and Management, People and Team Engagement, and Processes and Procedures.

For more than two decades, Bernadette's forte and passion has been mentoring and coaching others. She has provided learning and development solutions for diverse clients including business organisations, educators, schools and not for profit organisations in Singapore, China, Hong Kong, Middle East and Scotland. She journeys with senior management, divisional management and teams. As a certified Expert Singapore Certified Management Consultant (ESCMC), she also enables and supports Singapore SMEs.

She was conferred the SkillsFuture Fellowships Award, Singapore's Highest Skill Award. Presented by the President of the Republic of Singapore, the SkillsFuture Fellowships honour individuals as masters of skills and mentors of future talent. In 2019, she received the premier global business award, Stevie Award, for Women in Business in the solo female entrepreneur category in New York. In 2017, she also received the Best Personal Brand Award for Business Culture from the Marketing Institute of Singapore. She is a published author, been a guest on air for several radio programmes and actively supports various charitable initiatives to promote education both in Singapore and overseas.

A passionate advocate of personal empowerment, Bernadette believes that every individual possesses the innate ability for positive change, and is able to benefit both themselves and the world around them. She has also been involved in several national learning festivals to promote lifelong learning amongst professionals and others.

Bernadette has a Bachelor of Business in Mass Communication (with Distinction), Certified Marshall Goldsmith Executive and Team Coach, Certified Expert Singapore Certified Management Consultant (ESCMC), Certified Cultural Transformation Tools Consultant and Certified Action Learning Coach amongst her many qualifications.

# FACULTY



**Dr. Kathirasan K (PhD, CMT-P)**  
**Founding Partner,**  
**Leadership Consultant,**  
**Executive Coach, Team Coach,**  
**Author, Keynote Speaker,**  
**Certified Mindfulness Teacher**  
**(CMT-P), Workshop Leader**



Kathirasan (Kathir) brings two decades of working experience as a Leader, Project Lead and Consultant. He has a penchant for big picture thinking and has the ability to integrate diverse systems for organisational success. He brings a lot of depth, research and energy to consultancy, facilitation and coaching.

Kathir leads the portfolios of Strategy, Leadership Development and Culture Transformation. He has led workshops for senior/middle management as well as all levels of staffs. Kathir has facilitated workshops in Singapore, China, India, USA, Taiwan, Malaysia and Australia.

Kathir has advised numerous stakeholders in the Asia Pacific. In his last corporate assignment, he led an international team in Singapore, Australia and Hong Kong in creating one of Singapore's first generation ABW (Activity Based Working) workspaces. Hence Kathir is well versed in office ergonomics that deals with physical, environmental and psychosocial elements, that lead to better engagement, productivity, efficiency and staff fulfilment. Kathir has also facilitated sessions for numerous large and small enterprises

Kathir's strengths are in the areas of leading people to transform vision into results. He spent a better part of his career working with C-Suites as well as both internal and external stakeholders. This had given him a good 360° view of organisations and a deep insight into how organisational systems are inter-connected. He had also advised senior leaders in policies and strategies across different cultures and geographical locations. He is also very familiar with formulating policies and strategies.

Kathir is an expert influencer as he had worked with and led large teams to deliver results. He was very popular with his leaders for his versatility and ability to appreciate and work with diverse cultures, strong negotiation skills, ability to synthesise expectations across various levels and in conflict resolution.

Having led strategic projects, he considers time, cost, quality and client centricity as four important levers for success. Kathir's personal values are honesty and fairness, and thus he treats people the way he would like to be treated. Kathir also spent more than a decade in a leadership team of a non-profit organisation.

He has developed a Mindful Leadership program as well as co-developed Positive Performance Leadership program with his colleagues. He is the author of three books on Mindfulness.

Kathir has a Doctor of Philosophy (PhD) in Yoga Philosophy & Meditation, a Master in Business Administration (MBA), and is a Certified Mindfulness Teacher (CMT-P), Certified Marshall Goldsmith Executive and Team Coach, Certified Trait Assessor, and Accredited Belbin Team Roles Consultant amongst his many qualifications.

## FACULTY



**Dr. Sunita Rai (PsyD, CMT-P)**  
**Founding Partner**  
**Psychologist, Organisational**  
**Wellbeing Consultant & Coach,**  
**Author, Keynote Speaker,**  
**Certified Mindfulness Teacher**  
**(CMT-P), Workshop Leader,**  
**Lecturer**



Sunita has years of experience in local and regional marketing; corporate training and staff development; psychotherapy and counselling; mindfulness and wellbeing; coaching, lecturing and facilitating. Her dedication towards the progress of individuals and organisations propelled her to change her to pursue her dream of helping others by becoming a psychologist. In her previous role as a marketing manager, she had led teams towards new product branding, market expansions, cost savings, increased engagement, training teams, managing rewards programmes amongst others.

She has a keen ability and intuition to sense the needs of individuals, groups, staff and organisations and bring them together towards co-creating a future together where the needs of the whole system are met. She has the ability to work with staff of all levels and connects easily with people. Her genuineness, honesty, ethical, caring and empathetic nature is appreciated by many. She is currently providing consultancy services to organisations on staff training and development, facilitating workshops, coaching individuals and teams, lecturing at institutes of higher learning, and providing psychological services. She has co-developed a unique leadership programme called Positive Performance Leadership. She has a strong ability of creating curriculums for organisations by incorporating self-awareness, psychology and mindfulness in all training materials.

Sunita has wide corporate experience both as an individual leading teams and as a facilitator and coach in her current role. She has also conducted talks and workshops for parents, teachers and students in multiple primary, secondary and tertiary schools since 2006. Sunita has many years of experience in studying, researching, practicing and teaching psychology and counselling. Her psychotherapy experience covers a wide spectrum of individuals that includes children, teens, couples, families and groups. She also heavily focuses on providing coaching on wellbeing and mindfulness. Amongst her many achievements, she co-developed an entire psychological model of therapy for rehabilitation for the incarcerated. She also trained counsellors in Singapore and Australia to use this model to guide others in living a responsible life. She is a trained and certified Mindfulness facilitator, coach and supervisor. As part of her doctorate research, she developed a unique model for wellbeing strategies called Integrated Wellbeing Model (IWBM) which can be used by individuals or organisations. One of her greatest strengths is the ability to synthesize various theories and applying it in practice for holistic living. Sunita believes very strongly in positive possibilities, strengths, wellbeing, mindfulness, values and in people development.

She is the author of two books on Mindfulness and is also a highly versatile facilitator, clinical psychologist, supervisor, psychotherapist, wellbeing coach, lecturer, and keynote speaker. She has taught psychology, counselling and mindfulness to diverse populations across the globe in Singapore, China, Japan, Australia, USA, and India.

Sunita has a Doctor of Psychology (Group Psychotherapy), Master of Social Science (Counselling), Bachelor of Arts in Psychology, Bachelor of Business (Business Administration) with Distinction and is a Certified Mindfulness Teacher (CMT-P), Certified Trait Assessor and Certified Facilitator of the Appreciation at Work™ amongst her many qualifications.

## FREQUENTLY ASKED QUESTIONS

- **Why is the course so long?**

Organisational Culture Consultants are more effective when they have a good grounding on theory, practice and are mentored. This course is a fast track to a best blend of change management, culture building and organisational wellbeing frameworks, theories and practices. We encourage all consultants to invest in their lifelong journey through continuous learning beyond the programme.

- **What if I decide to drop out of the course after commencing it?**

You can choose to drop out anytime during the course however no refunds will be provided.

- **What if I decide to stop after phase 1 or 2? Do I need to pay for phase 3?**

No, you do not need to pay the fees for Phase 3 should you decide not to continue the course after Phase 1 and 2. After the satisfactory completion of Phase 1 and 2, you will receive a formal letter to reflect your status in the course.

- **Do I need to source for my own organisations for the Impact Project Practicum?**

Yes, you may source within your own company/organisation or choose to work with an entirely new company for the practicum. You can choose to work with either one team or department within the chosen company/organisation.

- **What is the minimum score to pass?**

It depends on each of the modules. Most of the assessments are based on feedback and Multiple Choice Questions (MCQ) Assessments. The passing mark is 80%. For written assessments and practicum, the grading is either a Pass or a Fail.



# FREQUENTLY ASKED QUESTIONS

- **What happens when I fail an assessment?**

You will be coached and offered another opportunity for a re-assessment.

- **What happens if I do not meet the competency standards in the practicum?**

You would be coached and given the opportunity to repeat the Practicum Module with an additional fee of S\$500.

- **How competitive is your fees?**

We have benchmarked our fees based on local and global market standards. The fees will continue to be revised with inflation and other market forces from time to time.

- **Are there any specific requirements with regards to my wellbeing to be able to attend this course? For example, if I have a chronic illness etc?**

There is no specific requirement that would exclude you from attending the course except when you have been specifically dissuaded, barred or discouraged from taking on any learning and teaching endeavours by a qualified healthcare professional.



# CONTACT US



+65 6248 0900



[admin@positiveconsulting.sg](mailto:admin@positiveconsulting.sg)



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# Certified Organisational Culture Consultant (COCC) Course

*Building Internal Capacity to  
Create Performing,  
Positive, and  
Inclusive Culture.*

