

The background of the slide is a vibrant, stylized illustration of a diverse crowd of people. The figures are depicted from the chest up, wearing various colored clothing (blues, oranges, pinks, greys) and all wearing white face masks. The crowd is dense and fills the entire frame, creating a sense of a large gathering in a public space during the COVID-19 pandemic.

# TEACHING SMU-X IN A COVID WORLD

## *MY PERSPECTIVES*

**Dr. Paul LIM**

*Organisational Behaviour & Human Resources  
Lee Kong Chian School of Business*

# ABOUT ME...

## PREVIOUS LIFE

- *10 years corporate experience*
- *Marketing, Brand Manager, Country Manager, FMCG industry*
  - *Baby skin products startup*

## CURRENT LIFE

- *12 years in education*
  - *OBHR faculty*
- *Taught at UG & PG in Leadership, Negotiation, Ethics, HR*
- *Research in resilience, mentoring, inter-generational issues*



## WHY MY INTEREST IN SMU-X

- *Future of education*
  - *Engage industry*
  - *Applied teaching*
  - *Research opportunities*
- *Students find meaning, feel engaged*
  - *Great support from SMU-X Team*

# MY SMU-X JOURNEY SO FAR...

## SMU-X OVERSEAS COURSE TO INDONESIA

*Millennial Talent Management –  
Recruitment and Engagement  
[Employer Branding for HR]*



## SMU-X COURSE IN SINGAPORE

*Leadership and  
Team Building*





# EARLIER THIS YEAR...

## SMU-X OVERSEAS COURSE TO INDONESIA

*Lessons as usual initially*



*Halfway through...*



*At the end*



- Project partner has operations in both Singapore and Jakarta => company visit to Singapore HQ was shifted to virtual
- Singapore and Jakarta project partners mentor students online
- Final presentation were recorded and presented to Jakarta project partners ; a separate Q&A session between project partners and students was organised



## POSITIVE THINGS I FOUND OUT THROUGH THIS EXPERIENCE

- FACETS-X rating and students' feedback about the course and project were higher than normal courses
- Based on data collection from my research, students became more resilient by the end of the module
- Mentoring and feedback from project partners positive – blind spots were located

## CHALLENGES

- Calming anxious students
- Managing expectations of all stakeholders
- Providing quality learning outcomes despite migration online

# TEACHING 'TOOLS' I'M USING THIS TERM TO MANAGE MY CLASSES



+

Managing  
procrastination

+

Don't be so  
productive

Commentary: Why do you not feel like working from home? You're probably procrastinating more

Amid mixed reactions to remote working, Singapore Management University's Paul Lim says tackling the sources of procrastination could stem dips in productivity.



(Photo: Unsplash/Mimi Thian)

<https://www.channelnewsasia.com/news/commentary/procrastinating-how-to-deal-with-working-from-home-tips-remote-13033450>



<https://blog.smu.edu.sg/academic/schools/smulkcsb/will-working-from-home-become-new-normal/>

# MENTORING STUDENTS ONLINE

- Availability – provided fixed and flexible times for consult
- Telegram chat group
- Regular check-ins by individual groups (four groups this year) – each 15 minutes long



# MANAGING PARTNERS ONLINE

- Reiterate agreed upon matters – follow up with email
- Be ready to firmly decline additional work beyond agreed scope
- Manage expectations - this is a learning exercise for students – with opportunity to insert fresh perspectives





**AY2020 / 21 TERM 2**

**SMU-X OVERSEAS COURSE TO  
INDONESIA x 2 SECTIONS**

**MY APPROACH:**

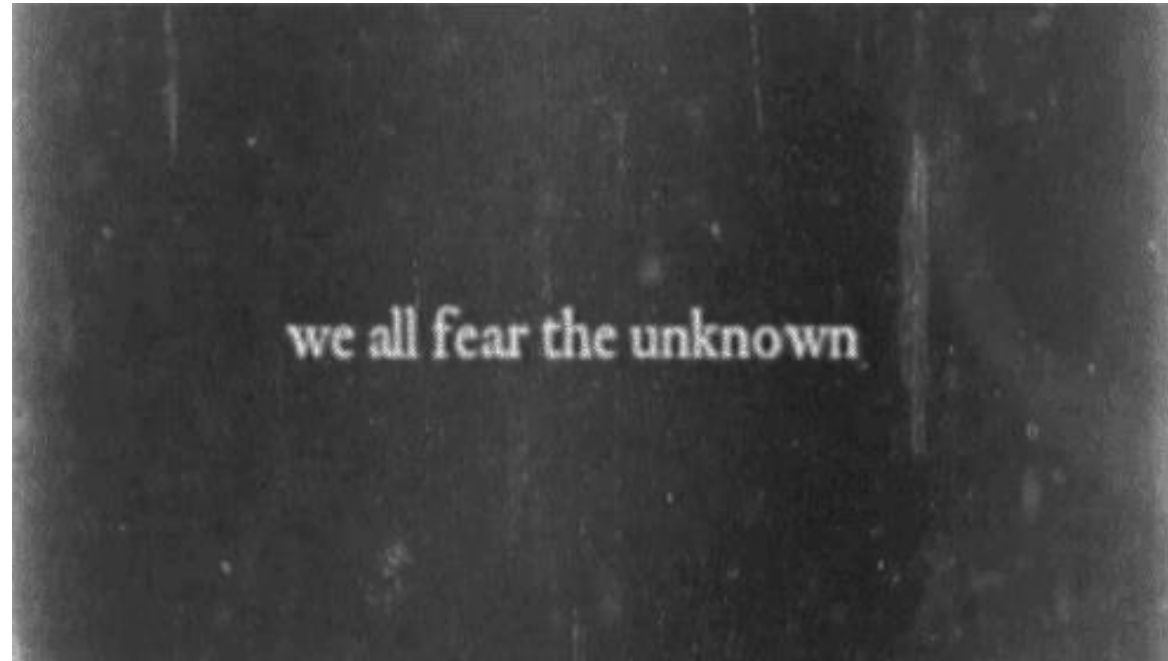


**+**

Support from  
LKCSB and  
SMU-X



# It's a different world we are living in right now.



- Cultivate 'resilience' for yourself and students
- Don't be overly ambitious and stay positive
- Manage what you can and let go of what you cannot  
(e.g. client sponsor's bias, accelerated/delayed schedules, etc.)

# Your questions

- **Key to teaching online**
  - Communication – make it 2-way
- **Using Zoom more effectively**
  - Group chat, emojis and breakout rooms
- **Experiential learning online**
  - Throw assignments to them to get them researching
- **Backup when technologies fail**
  - Telegram + WebEx + Email
- **Advising students on SMU-X projects**
  - Some hand holding
  - Set direction – let them struggle

