

WSQ EMPLOYABILITY SKILLS
FACILITATE EFFECTIVE COMMUNICATION AND
ENGAGEMENT AT THE WORKPLACE (LEVEL 3)

(This course is conducted in partnership with Eagle Infotech Consultants)

COURSE OUTLINES

- Communicate organisational communication policies and procedures to staff and monitor their compliance
- Maintain channels of communication to update staff on latest and relevant work-related information according to organisational communication policies and procedures
- Promote effective communication among staff taking into account diversity issues
- Use appropriate communication techniques and tools to suit different communication styles of people in formal and informal settings
- Assess conflict situation and develop appropriate conflict resolution strategies
- Resolve conflict using appropriate conflict resolution strategies, approaches and techniques

COURSE OBJECTIVES

At the end of the programme, participants will be able to:

- Promote effective communication within the team
- Use appropriate communication, conflict resolution and negotiation skills to build rapport and relationship with colleagues, stakeholders and customers
- Resolve conflicts through negotiation while taking diversity issues into consideration.

LEARNING METHODOLOGY

Hands-on exercises, group discussions & presentation, case studies, facilitation & sharing.

DURATION

2 days (16 hours)

TARGET PARTICIPANTS

This programme is targeted at front-line workers, staff in supervising roles or individuals in professional/talent positions with supervisory responsibilities and the self-employed who have to:

BUSINESS FUTURE

C O N S U L T I N G

- Work with others on a daily basis
- Join a task force at short notice to handle specific tasks within the enterprise
- Take responsibility for specific workplace resources usually related to an organisational sub-set of functions
- Exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organisational goals.

ASSESSMENT

Participants are required to undertake assessments which may take the form of:

- Learning journal
- Role-play
- Oral question

Participants who fulfill all requirements will receive a Statement of Attainment (SOA) issued by the Singapore Workforce Development Agency (WDA).

Enquiries on Course Fee Subsidy and Absentee Payroll Funding, please contact us at
Tel : 6749 9828 Email : enquiries@businessfuture.com.sg