

WSQ Communicate Effectively at the Workplace

RET-COM-1002-1.1
COURSE OUTLINE

COURSE DURATION

16 hours

COURSE SYNOPSIS

In a communication process, we encourage open communication by informing and sharing information with one another. Effective communication promotes trust and engagement, encourages productivity and reduces stress and anxiety for all. Relationships are strengthened and the workplace becomes a hive for harmonious working.

Hence it is important to equip our staff with the skills and abilities to communicate successfully to higher performance. This 16-hours Level 1 course will provide learners with the necessary competencies to be effective communicator.

COURSE OBJECTIVES

By the end of this course, learners will be able to:

- Use effective communication techniques to interpret, clarify, analyse and respond to information received,
- Recognise workplace conflict and
- Use effective negotiation skills to resolve conflicts for a win-win outcome, taking into consideration social and cultural differences

TARGET AUDIENCE

The audience is all operational and frontline staff working in any industry across all sectors.

INSTRUCTIONAL METHODS

- Lectures
- Group Discussions
- Role Plays
- Case studies
- Activities

COURSE CONTENT

1) Meaningful Communications at Work

- Effective Listening skills using Active listening and body language skills
- Effective Speaking skills using the right choice of words, tonality and clarity
- Strategies for communicating in a courteous and respectful manner

2) Removing Barriers to Communication

- Types of Barriers: Internal vs External
- Diversity in communication in terms of socio-cultural backgrounds
- Cross cultural communication in a team

3) What to do in a Conflict situation?

- What is conflict? Why it happens?
- Signs of Conflict and Causes of Conflict
- Common types of conflict at the workplace

4) Resolve conflict through Negotiation

- What is negotiation in conflict management?
- 5 ways to resolve conflicts
- Follow-up administration of conflict outcomes
- Strengthening relationships as a result of an amicable outcome