

COURSE DURATION

16 hours

COURSE SYNOPSIS

This course sets out the competencies for learners to be able to communicate organisational communication policies and procedures to staff and monitor their compliance and maintain channels of communication to update staff on latest and relevant work-related information according to organisational communication policies and procedures.

COURSE OBJECTIVES

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

- Promote effective communication within the team and 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

TARGET AUDIENCE (OPERATIONAL, SUPERVISORY & MANAGERIAL)

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

- Work with others on a daily basis
- Work in a project team
- Take responsibility for specific workplace resources
- Join a task force at short notice to handle specific tasks within the enterprise

ASSUMED SKILLS:

- Learners must be able to read, write, speak and listen English at secondary school level
- Learners to have minimum GCE 'O' level or ITE certificate education
- Learner should preferably have at least 1 year's working experience in any industry

TRAINING METHODOLOGIES

Lectures, group discussion, case study, self-reflection and hands-on activities designed to bring out skills practice.

COURSE CONTENT**Learning Unit 1: Communicate organisational communication policies and procedures to staff and monitor their compliance**

- Organisational Communication Policies and Procedures

Learning Unit 2: Maintain channels of communication to update staff on latest and relevant work-related information according to organisational communication policies and procedures

- Channels of Communication
- Aspects to consider when maintaining channels of communication
- Involvement of Other Parties
- Barriers to communication
- Latest and Relevant Work-Related Information

Learning Unit 3: Promote effective communication among staff taking into account diversity Issues

- Promote Effective Communication
- Diversity Issues

Learning Unit 4: Use appropriate communication techniques and tools to suit different communication styles of people in formal and informal settings

- Communication Techniques
- Communication Tools
- Methods to Coach Staff
- Organisational and Professional Standards
- Ways to Determine Communication Styles
- People
- Communication Styles

Learning Unit 5: Assess conflict situation and develop appropriate conflict resolution strategies

- Preparation Process for Effective Engagement of Conflict

Learning Unit 6: Resolve conflict using appropriate conflict resolution strategies, approaches and techniques

- Conflict Resolution Techniques
- Appropriate Communication Techniques
- Negotiation Styles
- Confirm Resolution of Conflict and Types of Agreed Follow-Up Actions
- Sources of Expert Advice and Mediation