

# WSQ Work in a Team

## SOA: Effective Management

### Description

This course sets out the necessary competencies for learners to be able to apply effective communication techniques to maintain open communication, resolve issues and concerns, and provide support to team members to achieve individual and team goals while taking into consideration diversity issues.

### Who is this Course For?

This training is relevant to learners who work under directions to perform a specific set of work activities.

### Course Objectives

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

- Manage team performance in accordance with organisation policies and procedures.
- Employ organisational communication policies and procedures to provide clarification in relation to communication at all levels within the organisation.
- Ascertain a leader role and accountability for contributing to effective communication within the team.
- Discover types of constructive feedback and communication techniques to facilitate a discussion.
- Communicate ideas and performance in the workplace using appropriate verbal and nonverbal cues.
- Examine barriers to communication.
- Determine characteristics of diversity and its impact on the relationship among team members.
- Identify methods to coach the employee to communicate better.
- Assign duties and responsibilities taking into consideration the competencies of individual team members.
- Share guidance and opportunities for the team to contribute ideas in relation to organisation objectives.
- Determine factors affecting the successful implementation of a plan.
- Illustrate methods used to evaluate the effectiveness of the implemented solution and implementation plan.
- Evaluate the risks and consequences of potential actions or decisions based on organisation objectives.
- Deduce methods to identify internal control deficiency in the implemented solution.
- Manage team to develop and assess options in group decision making to reach organisation objectives.

Course Duration

**16 Hours**

Course Reference No.

**TGS-2012500132**

Mode of Training

**Classroom**

Funding Validity

**Till 01 Dec 2027**

**Full Fee \$420**

(Subject to 9% GST)

Pricing	Funding	Nett Fee (After GST)
SME OR SINGAPOREAN AGE 40 AND ABOVE	70%	\$163.80
NON-SME OR SINGAPOREAN AGE 21 TO 39 OR PR	50%	\$247.80
Subsidies available: SFC, SFEC, PSEA		

As pre-requisites may differ by course, we strongly encourage you to review the details and contact us for any clarification.

Visit our Website



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# Course Content

## **Learning Unit 1: Up Your Team Performance**

- What are Organisational Policies and Procedures
- Types of Organisational Policies and Procedures
- Importance in Monitoring and Evaluating Team Performance
- Effective Ways to Monitor and Improve Team Performance in Accordance with Organisational Policies and Procedures

## **Learning Unit 2: Strategies to Improve Communication with Team Members**

- Organisational Communication Policies and Procedures
- Effective Team Communication for Leaders
- Effective Team Communication for Team Members
- Types of Constructive Feedback to Facilitate a Discussion
- Types of Communication Techniques to Facilitate a Discussion
- Importance of Verbal and Non-Verbal Communication to Communicate Ideas and Performance
- Barriers to Communication in the Workplace

## **Learning Unit 3: Effects of Diversity in Teams and Workgroups**

- Importance of Diversity and Inclusion in the Workplace
- Types of Diversity in the Workplace and Its Impact on Team Member's Relationship

## **Learning Unit 4: Unlock Employee's Potential and Maximise Their Performance**

- How to Coach an Employee to Communicate Better
- Defining the Team's Roles and Responsibilities
- Ways to Support Your Team to Contribute

## **Learning Unit 5: Team Leader's Guide for Successful Strategy Implementation**

- Factors Affecting Successful Implementation of Plan
- Methods to Evaluate the Effectiveness of Implemented Solution and Implementation Plan
- Evaluating Risks Using Qualitative Risk Analysis
- Evaluating Internal Control Deficiencies in Implemented Solution
- How to Make Good Decisions as a Team
- Tools for Group Decision Making

