

WSQ Communicate Effectively as a Team Leader at the Workplace

SOA: Workplace Communication

Description

Effective communication is essential for the success of any business, whether internally with colleagues and teams or externally with clients and the community. Effective communication promotes trust and engagement, encourages productivity and reduces stress and anxiety for all.

Hence it is critical that leaders in the organisation are equipped with the skills and methodology to lead their teams to communicate successfully to drive greater productivity, higher efficiency and performance. This course will provide learners with the necessary competencies to do so.

Who is this Course For?

The audience is supervisory staff with leadership responsibilities, relevant for all sectors.

Course Objectives

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

- Recognise the impact and power of effective communication.
- Engage the workforce and other relevant parties to build relationship as a team leader using different communication styles and strategies.
- improve team collaboration by removing communication barrier.
- Use effective communication skills to reinforce effective behaviours as a team

Course Duration

16 Hours

Course Reference No.

TGS-2022014002

Mode of Training

Classroom

Funding Validity

Till 03 June 2026

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.



Course Content

Learning Unit 1: Impactful Communications at Work

- Recognise how communication influence relationships
- Identify the right words and channels for the right occasion
- Recognise the impact of non-verbal communication

Learning Unit 2: Different Communication styles

- Engage different personalities by using different styles when you communicate
- Recognise the strengths and weaknesses of different communication styles
- Adjust the right style to impact working relationship

Learning Unit 3: Manage Difficult Conversations

- Barriers that block effective communication
- Remove barriers to effective communication
- What makes communication effective

Learning Unit 4: ACES Go Places

- Learn Acknowledgement skills
- Learn Clarifying skills
- Learn Empathising skills
- Learn Summarising skills
- Confirm the effective communication behaviours through role plays

