

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 2028

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: Communication For Leaders

- Facts About Communication for Leaders
- Tips For Leaders to Communicate Effectively
- Communicating In Crisis Learning

Learning Unit 2: Organisational Communication Policies and Procedures

- What Are Organisational Communication Policies and Procedures
- Aspects To Consider When Maintaining Channels of Communication in The Workplace
- Manage Challenges in Maintaining Communication Channels

Learning Unit 3: Compliance And Action Plan

- Identify Standards and Regulations in Workplace Communication
- Ensure Staff's Compliance with Organisational Communication Policies and Work-Related Information
- Apply Relevant Action Plan for Non-Compliance Personnel

Learning Unit 4: Addressing Barriers and Implementing Solutions

- Evaluate Gaps and Barriers to Communication
- Evaluate The Effectiveness of The Communications Channel
- Strategies For Organisational and Professional Communication Standard
- Sustainable Communications Plan on Organisational and Professional Standards

