

WSQ Communicate Effectively at the Workplace

SOA: Workplace Communications

Description

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.

Who is this Course For?

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

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.
- Recognize workplace conflict.
- Use effective negotiation skills to resolve conflicts for a win-win outcome, taking into consideration social and cultural differences.

Course Duration

16 Hours

Course Reference No.

TGS-2022014000

Mode of Training

Classroom

Funding Validity

Till 03 Jun 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: 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

Learning Unit 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

Learning Unit 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

Learning Unit 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

