JAMES COOK INSTITUTE

WSQ Strengthen Resilience With Emotional Intelligence @ Workplace – Level 1

COURSE DURATION
16 Hrs

COURSE REFERENCE NO.
TGS-2023019605

MODE OF TRAINING
Classroom

FUNDING VALIDITY
Till 16 Mar 2027

This course will enable learners to recognise diversity markers and be cognisant of the importance of inclusiveness at the workplace. They can apply emotional intelligence in responding to workplace conflicts arising from diversity and manage personal anxieties when encountering new work situations and job requirements in a diverse service environment. They will also be able to apply resilience techniques to manage personal stress when handling challenges in a diverse service environment.

Course Objectives
By the end of this course, learners will be able to:
• Explain the importance of inclusiveness in a diverse service environment
• Contribute ideas to improve service delivery based on understanding of diversity markers and identify diversity challenges and opportunities at the workplace
• Apply aspects of emotional intelligence to interact effectively with team members and customers in a diverse service environment
• Demonstrate resilience in handling service challenges in a diverse service environment with appropriate methods to demonstrate resilience
• Deliver service excellence in diverse work environment to diverse range of customers to meet organisation's service standards
• Monitor self-ability to seek improvement in handling diversity in a service environment with appropriate methods to monitor self-ability

FULL FEE
$450
(Subject to 9% GST)

NETT FEE AFTER FUNDING

$175.50
SME OR Singaporean age 40 and above (Subject to 9% GST)
70% Course Fee Funded

$265.50
Non-SME OR Singaporean age 21 to 39 OR Singapore PR
(Subject to 9% GST)
50% Course Fee Funded

Subsidies Available
Individual

SkillsFuture Credit
PSEA

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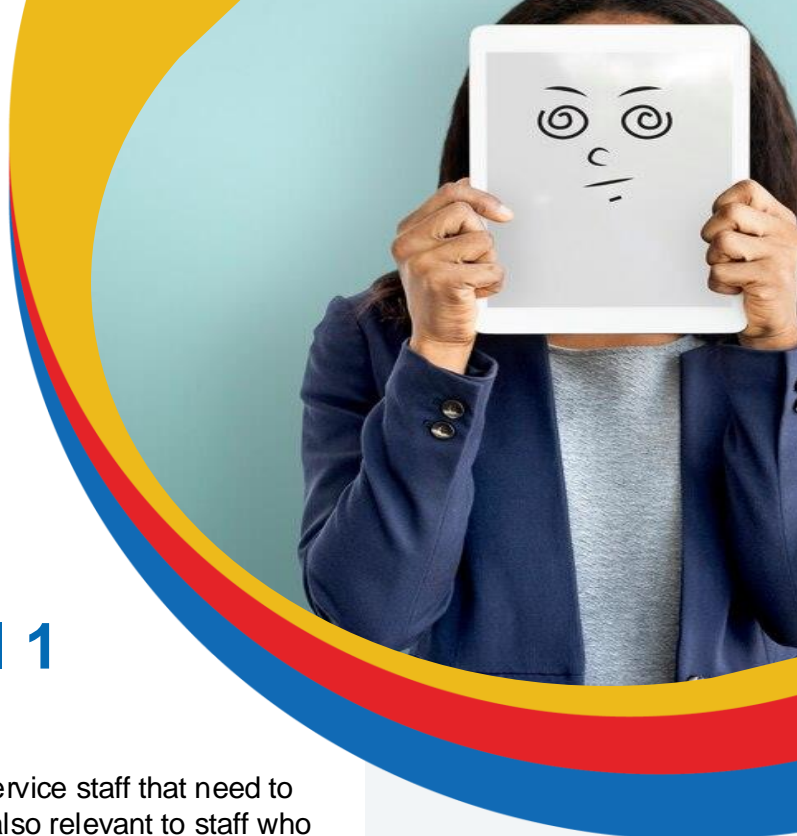# WSQ Strengthen Resilience With Emotional Intelligence @ Workplace – Level 1

Who Is This Course For

- This training is relevant to all frontline service staff that need to interact with customers. This course is also relevant to staff who work in a diverse environment so that they can apply Emotional Intelligence in responding to workplace conflicts arising from diversity and manage personal anxieties when encountering new work situations and job requirements in a diverse service environment.

Course Content

Learning Unit 1: Say you, Say me!

- What does inclusiveness mean?

- Recognise what is a diverse service environment

- Diversity markers at the workplace

- Diversity in communication styles

- Diversity in decision-making styles

- Diversity in work attitudes

- Impact of diversity challenges

- Tapping the power of diversity

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Learning Unit 2: Why so EMO?

• What is Emotional Intelligence?

• Types of workplace conflicts

• Types of changes in job requirements

• Apply Emotional Intelligence to work in a diverse service environment

• Customer's expectations

• Practise resilience to manage difficult customers

• What does resilience mean?

• Methods to demonstrate resilience

• Techniques to improve resilience

Learning Unit 3: Practice makes Permanent!

• Organisational service standards

• Go the Extra Mile

• Create action plan for self-development

• Manage personal stress at work

• Improve self-ability in handling diversity

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