

WSQ Personal Effectiveness— Build Me Up Level 3



 COURSE DURATION
16 Hrs

 COURSE REFERENCE NO.
TGS-2023022083

 MODE OF TRAINING
Classroom

 FUNDING VALIDITY
Till 07 Jun 2027

This course is designed for learners to communicate effectively in accordance with organisational protocols relating to communication and professional competence. When confronted with decision-making, learners will be able to apply decision-making models to develop, assess and select appropriate decisions. While working in a Team, learners need to realise that everyone wishes to be successful, and the team's goals are as important as individual's goals. Learners need to apply strategies to enhance collaboration with team leaders, and tap relevant resources to identify emerging areas for their own professional development and their team members' development.

Who Is This Course For

- This training is relevant to Supervisory and Mid-Level Professionals (progressive talents with 1 – 3 years of work experience) in job roles that require facilitating, leading and managing groups of people to achieve a common objective for the organization

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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Course Objectives

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

- Apply effective communication styles with verbal and non-verbal cues to articulate ideas, concepts and processes in the workplace in accordance with organisational policies, processes and procedures.
- Take actions to seek comments and feedback to ensure effective communications with team members.
- Address communication barriers to enhance collaboration and effectiveness in decision making in accordance with organisational policies, processes and procedures.
- Communicate established organisational strategies and procedures to team members in decision-making processes.
- Work with teams to justify selection of team-based decisions with appropriate considerations for success and risk factors to meet team and organisational objectives.
- Articulate implications and impact of decision-making processes team members and the organisation.
- Adopt simple statistical tools to analyse information in decision-making process.
- Comply with legal and ethical considerations in managing team communication, professional competence of team members and decision-making processes.
- Maintain regular engagement with team members and supervisor to identify new and emerging areas of professional practice in accordance with organisational policies, processes and procedures.



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Course Content

Learning Unit 1: I Feel You

- Organisational structure and hierarchy relating to communication
- Organisational policies and procedures
- Communication styles
- Effective workplace communication

Learning Unit 2: We Go Further Together

- Decision-making models
- Decision-making processes
- Implication of decision-making processes
- Collaborative approaches
- Statistical tools to support decision-making

Learning Unit 3: The World Is Our Oyster

- Professional competence
- Gibbs' Reflective Cycle
- Avenues for professional development
- Strategies to maintain communication and engagement



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