

WSQ EMPLOYABILITY SKILLS
COMMUNICATE & RELATE EFFECTIVELY
AT THE WORKPLACE (LEVEL 1)

(This course is conducted in partnership with Eagle Infotech Consultants)

COURSE OUTLINES

- Interpret and analyse information received
- Plan response to information received taking into account the social and cultural background of recipient of information
- Use appropriate communication techniques that consider social and cultural differences to clarify and respond to information received
- Identify signs, stages and causes of conflict with individuals or groups of people
- Define the conflict and highlight points of differences/ contention objectively, taking into consideration social and cultural differences of parties involved
- Negotiate for mutually acceptable solutions by all parties using effective communication and negotiation skills
- Communicate outcome of negotiation and propose relevant recommendations with justifications to supervisor

COURSE OBJECTIVES

At the end of the programme, participants will be able to:

Use effective communication techniques to interpret, clarify, analyse and respond to information received, and use effective negotiation skills to resolve conflicts for a win-win outcome, taking into consideration social and cultural differences.

LEARNING METHODOLOGY

Hands-on exercises, group discussions & presentation, case studies, facilitation & sharing.

DURATION

2 days (16 hours)

TARGET PARTICIPANTS

A person with no supervisory responsibilities for others and who work under direction to perform a specific set of work activities. S/He exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organisational goals.

BUSINESS FUTURE

C O N S U L T I N G

ASSESSMENT

Participants are required to undertake assessments which may take the form of:

- Learning journal
- Role-play
- Oral question

Participants who fulfill all requirements will receive a Statement of Attainment (SOA) issued by the Singapore Workforce Development Agency (WDA).

*Enquiries on Course Fee Subsidy and Absentee Payroll Funding, please contact us at
Tel : 6749 9828 Email : enquiries@businessfuture.com.sg*