

WSQ EMPLOYABILITY SKILLS

FACILITATE EFFECTIVE WORK TEAMS (LEVEL 3)

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

COURSE OUTLINES

- Provide and clarify with team members on work-related information using appropriate communication techniques.
- Involve team members in the planning of work activities to promote ownership and commitment to work plan.
- Delegate duties and responsibilities taking into consideration the competencies of individual team members.
- Communicate thoughts and feelings to justify a position and responsibilities assigned to team members or to persuade and influence them.
- Communicate to team members the importance and interdependence of each's role and promote the benefits of diversity within the team.
- Communicate and agree on individual and team goals and targets to be achieved.
- Provide opportunities for team members to contribute ideas and skills and maintain positive relationships amongst them.
- Provide resources, assistance and support needed by team members to complete projects or work activities.
- Analyse project control reports and performance assessment results to ascertain team performance and provide feedback and criticism to team members using appropriate communication techniques.
- Communicate team performance and related issues of concern to management and provide recommendations to address them.

COURSE OBJECTIVES

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

- Facilitate work team activities and improve team performance by promoting ownership and commitment among team members to work goals and targets set;
- Maintaining positive relationships among team members with diverse backgrounds and
- Providing support and opportunities for individual and team contributions.

LEARNING METHODOLOGY

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

DURATION

2 days (16 hours)

TARGET PARTICIPANTS

This programme is targeted at front-line workers, staff in supervising roles or individuals in professional/talent positions with supervisory responsibilities and the self-employed who have to:

- Work with others on a daily basis
- Work in a project team
- Take responsibility for specific workplace resources
- Join a task force at short notice to handle specific tasks within the enterprise

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