

Interpersonal Communication Skills (Online)

Learning Outcomes

1. Identify the effects of Interpersonal communication on success.
2. Identify their preferred communication styles and those at the workplace.
3. Use effective communication and active listening strategies to avoid misunderstandings and communication breakdowns at the workplace.

Target Audience

General

Course Outline

- The Communication Process
- Characteristics of a Competent Communicator
- The Four Communication Styles
- Verbal and Non-verbal Communication Skills
- Active Listening Skills

Methodology

- Facilitation
- Group discussions
- Interactive exercises
- Case study
- Self-reflection

Online course via ZOOM

Dates (2020) : ♦ 20 May
Duration : 1 day, 9am to 4pm (6 hours)

Register online at SNEF website

<https://snef.org.sg/digitalllearning/>

Course Fees

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| Full Fees (inclusive 7% GST): |
| S\$299.60 |

Trainer

Lucy has more than 25 years of teaching, training and course development experience. She had developed and delivered courses in customer service, communication and leadership for MNCs, SMEs and statutory boards. Lucy holds professional and academic qualifications in MA (Instructional Design & Technology) awarded by NTU-NIE, MBA (International Management) awarded by University of Western Australia, Bachelor of Science (Economics & Management Studies). She has also attained the Advanced Certificate in Training and Assessment (ACTA) awarded by WDA. Lucy is also an accredited MBTI administrator and EQ facilitator.

Enquiries:

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