

Communicate & Relate Effectively at the Workplace (Synchronous E-learning)

Participants will be awarded the **Statement of Attainment** upon successful completion of the course.

Course Objective

On completion of this unit, the learner 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.

Target Audience

Individuals who are directly performing a job function under a predictable work context and have no supervisory responsibilities. He/She performs under clearly specified boundaries and close supervision.

Course Outline

- Sources of information within and outside the organisation
- Types of information to be received, clarified and responded to and their features
- Different modes of communication and communication tools and their characteristics
- Principles of effective communication and interpersonal techniques
- Internal and external barriers to effective communication
- Social and cultural differences that impact communication
- Strategies for communicating in a courteous and respectful manner that considers social and cultural differences
- Common types of conflict at the workplace
- Ways to distinguish between objective facts and subjective interpretation in a conflict
- Definition of negotiation
- Types of reference documents to use during negotiations
- Types of negotiation styles and their characteristics
- Definition of conflict
- Types of conflict resolution strategies to achieve outcomes in negotiation

Methodology

This workshop will comprise hands-on exercises, group discussions & presentation, facilitation & sharing, critique and review.

Virtual Online course via ZOOM

Dates (2020) : ● 6 & 7 August 2020

Duration : 2 days, 9am to 6pm (16 hours)

Register online at SNEF website <https://snef.org.sg/digitallearning/>

- ❖ **80% Course Fee Subsidy, capped at \$17/hr (SC aged ≤ 39/SPR)**
- ❖ **90% Course Fee Subsidy, capped at \$25/hr (SC aged ≥ 40/ SMEs)**
- ❖ **Absentee Payroll:**
- 90% of hourly basic salary, capped at \$10/hr. Eligibility period: 1 May –31 Dec 2020

SME	NON-SME	SELF-SPONSORED	Full Course Fee	Training Grant	Amount Payable
- All SC & SPR	- SC aged ≥ 40	→	\$235.40	- \$198.00 =	\$37.40
⊗	- SC aged ≤ 39	→	\$235.40	- \$176.00 =	\$59.40
	- All SPR	→			

All prices stated are inclusive of 7% GST

SC : Singapore Citizen

SPR: Singapore Permanent Resident

⊗ : Not Applicable

SMEs: Defined as companies with: (i) at least 30% local shareholding; AND (ii) Group annual sales turnover of not more than \$100 million OR Group employment size of not more than 200 employees.

Funding Eligibility

In order to enjoy the funding, participants need to fulfill the following requirements:

1. Singapore Citizens or Permanent Residents (PR) of Singapore
2. Attain at least 75% course attendance
3. Successfully complete assessment & certified as competent
4. Has not enjoyed funding for the same course before
5. For company-sponsored participants, training is fully sponsored by companies, which are registered or incorporated in Singapore

Enquiries:

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