

# WSQ Employability Skills (ES)

## Communication & Relationship Management - Managerial

### COURSE OBJECTIVES

- Communicating effectively at the workplace
- Contributing towards improved teamwork
- Effective workplace negotiation skills

### METHODOLOGY

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

### TARGET AUDIENCE

Those responsible for the operation and performance of a large organisational unit.

### COURSE OUTLINE

- Lead workplace communications by using communication strategies to influence, motivate and persuade staff to commit and follow the organisation's shared vision and core values
- Identify market best practices and develop an implementation plan for establishing communication strategies
- Establish and communicate objectives to empower work team to accomplish goals through open communication for information sharing, knowledge transfer and training
- Recognise and reward work team performance by identifying roles, functions and responsibilities of team members
- Remove group interaction barriers and delegate tasks to foster commitment and sense of ownership by creating an environment that encourages teamwork
- Evaluate impact of delegation and roles on team synergy
- Employ diplomacy to find solutions where conflicting interest arise
- Demonstrate objectivity in handling conflict issues by adapting appropriate negotiation tactics while promoting harmony among the various stakeholders
- Identify and analyse both parties' role, priorities, interests and inclinations for choosing a styles of negotiation

### ADMINISTRATION DETAILS

#### Available Dates in 2010 :

- 6 & 7 May                    ■ 17 & 18 Jun
- 12 & 13 Aug                ■ 7 & 8 Oct

Time : 9am to 6pm (16 hours)  
Course Venue : SNEF Training Institute  
Fees (inclusive of GST) : \$428.00  
Amt after training grant : **\$68.00**  
(90% of fees, capped at S\$30/hour)

\*Enhanced training grant for workers aged 40 years old & above and with 'A' level qualifications & below. Fees inclusive of 7% GST.

**Please apply for training grant funding and absentee payroll funding via [www.skillsconnect.gov.sg](http://www.skillsconnect.gov.sg)**

Absentee Payroll (SPUR) : 80% of hourly basic salary capped at \$10/hour. For workers aged 40 years old & above with 'A' level qualifications & below, 90% of hourly basic salary capped at \$10/hour.

In order to enjoy the funding, the participants need to fulfill the following 4 requirements:

1. Training is fully sponsored by companies, which are registered or incorporated in Singapore
2. Are employees who are either Singapore Citizens or Permanent Residents (PR) of Singapore
3. Attain at least 75% attendance
4. Undertake all assessments in the course

**Participants will be issued a Statement of Attainment (SOA) upon successful completion and assessment of the training course.**

You may call Kelly Choa at 6827 6929 or email [Kelly\\_choa@snef.org.sg](mailto:Kelly_choa@snef.org.sg), for more information or assistance.

**REGISTRATION:** For registration, please download the registration form from our website: [www.sgemployers.com](http://www.sgemployers.com)

**Training Hotline: 6827 6927 or e-mail at [trg@snef.org.sg](mailto:trg@snef.org.sg)**  
**Start enjoying the many benefits of being a SNEF member, call: 6827 6955 for more information**

*A seat will be reserved upon registration via fax/email/online registration. Payment for the workshop is required to be made to SNEF before the commencement of the workshop. For payment, please indicate the course title and the participant name behind the cheque and send the cheque payable to Singapore National Employers Federation.*

*Confirmation will be faxed to participant 1 week before the commencement of the course. Please note that there will be no refunds for cancellations but replacement will be accepted. If cancellation received less than 7 working days, a 25% administration fee will be charged. If cancellation is made less than 3 working days, full fees will be charged. Full fees will be imposed if participant did not attend the workshop. SNEF reserves the Right to cancel, modify or postpone the course.*