



**Trust
&
Communication**

WORKPLACE COMMUNICATION TO IMPROVE RELATIONSHIP & RESILIENCE (LEVEL 3)

Course Reference Number :TGS-2021003430 | Synchronous E-Learning | Valid from 22/3/2021 - 21/3/2025

Course Reference Number :TGS-2021002747 | Face to Face Workshop | Valid from 22/2/2021 - 21/2/2025

INTRODUCTION

Workplace communication in our times of rapid change need to do more than just delivering message clearly. It is also about building and developing trust, strengthening team relations and fostering resilience. This 2 day (16 hour) workshop, learners will gain insights, know how on how to communicate effectively as a leader that is increasingly important to drive adaptability and change.

KEY COMPETENCIES

The programme focuses on the following competencies :

1. Establish target audience and communication channels in organisations
2. Comply with organisation & professional standards
3. Apply appropriate methods to promote effective communication in organisations

TARGET AUDIENCE

Supervisor, Assistant Manager, Team Leader, Leaders whom wanted to enhance their workplace communications.

KEY KNOWLEDGE AND SKILLSETS

ESTABLISH TARGET AUDIENCE AND COMMUNICATION CHANNELS IN ORGANISATIONS

- Overview of Workplace communication
- Macro factors affecting Workplace Communication
- Organisational leadership style
- Organisational structure
- Organisational culture
- Channel of Workplace Communication
- Considerations for maintaining channels of communications

COMPLY WITH ORGANISATIONAL & PROFESSIONAL STANDARDS

- Organisational and professional standards governing workplace communications
- Communication policies and procedures
- Channels of communication to update staff on latest organizational information
- Monitor staff compliance with organizational policies and procedures
- Methods to evaluate channel communications
- Consequences of non-compliance



APPLY APPROPRIATE METHODS TO PROMOTE EFFECTIVE COMMUNICATION IN ORGANISATIONS

- Barriers to effective communication
- Techniques to promote effective communications amongst staff
- Promoting effective communication
- Benchmarks for effective communication

COURSE FEES & FUNDING DETAILS

Full Course Fee :\$450.00 (GST :\$40.50)

*All course fees are subject to prevailing GST based on full course fee

From 1st Jan 2022, Absentee Payroll will be adjusted to \$4.50 per trainee-hour, capped at \$100,000

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$450.00	\$450.00	\$450.00
SkillsFuture Funding	\$225.00	\$315.00	\$315.00
Total Nett Fees	\$225.00	\$135.00	\$135.00
GST (9% x \$450)	\$40.50	\$40.50	\$40.50
Total Fees Payable	\$265.50	\$175.50	\$175.50

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