



**Mutual Trust  
&  
Relationship**

## **WORKPLACE COMMUNICATION TO IMPROVE RELATIONSHIP & RESILIENCE (LEVEL 2)**

Course Reference Number:TGS-2021002644 | Face to Face Workshop | Valid from 1/3/2021 - 28/2/2027

### **INTRODUCTION**

Workplace communication is an important factor that can help improve employee motivation, build team relationships and enculturate positive and resilient team morale. This course is designed for individual contributors to be open to receive and interpret information objectively.

### **KEY COMPETENCIES**

The programme focuses on the following competencies :

1. Build mutual trust within the workplace with effective communication techniques
2. Maintain positive relationships at the workplace with effective communication

### **TARGET AUDIENCE**

Individual contributors who are interested to enhance their workplace communications.

## KEY KNOWLEDGE AND SKILLSETS

### KNOWLEDGE BUILDING

- 5Cs of effective communication
- The TRUST Equation
- Modes & tools of communication
- Cultural & social factors impacting communication
- Barriers to effective communications
- External information sources
- Internal information sources
- Types of workplace information
- Types of communication styles
- Organisational and professional standards relating to communication

### DEVELOPING SKILLS FOR APPLICATION

- Use tools and methods to interpret information received
- Comply with response requirements & formats
- Use appropriate communication techniques and tools to suit different communication styles within formal and informal settings
- Use effective communication techniques to create clear lines of communication within the workplace
- Communicate effectively with diverse audiences



### COURSE FEES & FUNDING DETAILS

Full Course Fee : \$381.50 (Inclusive of GST \$31.50)

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

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	\$350.00	\$350.00	\$350.00
SkillsFuture Funding	\$175.00	\$245.00	\$245.00
Total Nett Fees	\$175.00	\$105.00	\$105.00
GST (9% x \$350)	\$31.50	\$31.50	\$31.50
Total Fees Payable	\$206.50	\$136.50	\$136.50

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result