



Mutual Trust & Relationship

WORKPLACE COMMUNICATION TO IMPROVE RELATIONSHIP & RESILIENCE (LEVEL 2)

CourseReferenceNumber:TGS-2021003209 | Synchronous E-Learning | Valid from 17/3/2021 - 16/3/2023

CourseReferenceNumber:TGS-2021002644 | Face to Face Workshop | Valid from 1/3/2020 - 28/2/2025

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 : \$378.00 (GST : \$28.00)

**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 per year

Funding Categories	Course Fee after Subsidy
Small Medium Enterprise (SMEs)	\$133.00
Non-SMEs	\$203.00
S'pore Citizen aged 40 & above, Long Term Visit Pass Plus Holder, working in Non-SMEs	\$133.00
Self-Sponsored Singaporeans aged 40 & above, Long Term Visit Pass Plus Holder,	\$133.00
Self-Sponsored Singaporeans aged below 40 & PRs	\$203.00
Foreigners	\$378.00

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