

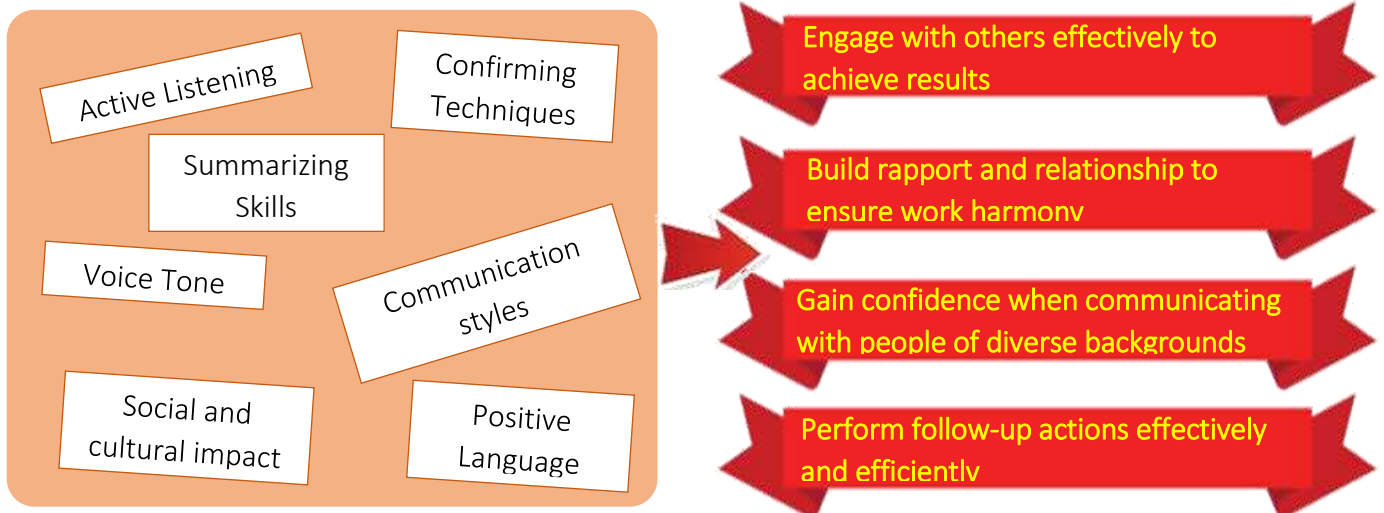
Communicate Clearly and Effectively to Achieve Results

SSG-APPROVED COMPETENCY-BASED TRAINING PROGRAM

Communicate with Confidence

(Synchronous e-Learning)

Techniques to Listen, Confirm, and Summarize Information



Practical and Valuable Skills to Positive Outcomes

another module in the National
Professional Development
series

Communicate with Confidence!

Acquire the tools and techniques to interact and engage with others effectively.

PROGRAM

RESPONDING TO INFORMATION RECEIVED

- workplace communication tools
- sources of information
- communication process and barriers

RECOGNIZING COMMUNICATION STYLES OF PEOPLE

- interpreting information
- formal vs informal communication

ELEMENTS OF EFFECTIVE COMMUNICATION

- words and their meanings
- communication tools and their characteristics
- active listening skills and empathy
- communicate non verbally
- adapting to social and cultural diversities

APPLYING EFFECTIVE COMMUNICATION TECHNIQUES TO ENGAGE OTHERS

- types of information
- principles of effective office communication
- tools to clarify information
- effective use of voice tone
- mechanics of using positive language

RPERFORMING FOLLOW-UP ACTION RELATED TO INTERPRETING AND ANALYSING INFORMATION RECEIVED

- interpreting information in communication
- use of confirming and summarizing techniques

DEMONSTRATING CONFIDENCE WHEN ENGAGING WITH OTHERS

- projecting positive image
- verbal and non-verbal techniques

METHODOLOGY

Presentations, Guided Discussions, Role Play, and Group Discussions

COURSE ADMINISTRATIVE DETAILS

PREREQUISITES	<p>Education: minimum 'primary' level</p> <p>Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3 or equivalent</p>						
WHO SHOULD ATTEND	<p>Staff working in marketing, sales, human resource, administration, customer service, technical support, call centre, service and sales support, operations, accounts, and finance.</p> <p>Staff who need to interact and communicate with colleagues, bosses, vendors, and customers.</p>						
COURSE DURATION AND FEE	<p>Duration: 8.5 hours</p> <p>Course Fee (<i>before SSG Training Grant</i>): \$230</p> <p>Course Fee (<i>after SSG Training Grant</i>):</p> <table border="0"> <tr> <td>SME:</td> <td>\$23</td> </tr> <tr> <td>Singaporeans 40 years old and above:</td> <td>\$23</td> </tr> <tr> <td>Singaporeans below 40 and PR:</td> <td>\$85.50</td> </tr> </table>	SME:	\$23	Singaporeans 40 years old and above:	\$23	Singaporeans below 40 and PR:	\$85.50
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COURSE REFERENCE	TGS-2020504782						
SSG FUNDING	till 11 August 2022						
SSG TRAINING GRANTS	SSG <i>terms and conditions</i> apply.						
ABSENTEE PAYROLL	Available for company-sponsored participants						
SKILLSFUTURE CREDIT	Participants who have SkillsFuture Credit Account can pay the net course fee from their SkillsFuture Credit Account.						
CERTIFICATES	On successful completion of the course and meeting SSG's terms and conditions on attendance and assessments, participants will earn a WSQ Statement of Attainment .						
TRAINING VENUE (in person)	150 Orchard Road #04-12 Orchard Plaza Singapore 238841 (nearest MRT: Somerset Station/Dhoby Ghaut Station)						
VIRTUAL DELIVERY	Zoom						

Contact Details	Impact Management Seminars Pte Ltd (198905401C)
Tel	673 88991 Handphone: 8514 7154 (please whatsapp)
Email	admin@impactseminars.com.sg
Website	www.impactseminars.com.sg