

TRAINING PROVIDER		
SINGAPORE PROFESSIONALS' AND EXECUTIVES' CO-OPERATIVE LIMITED		
Course Title	RELATIONSHIP BUILDING - Communication and Motivation	
Course Duration	1 day (7 hours)	
Fees & Funding	S\$210 per pax	<u>S'porean & PR Age 50 & above</u> pays S\$42.00 after NSA subsidy
COURSE DETAILS		
Course Objectives	Relationship building is the process of individuals developing their diverse life skills in social and business networks. The ability to communicate, empathise and motivate others is a fundamental skill that is the basis for building trust, influencing, closing deals, and sustaining social and business relationships across different generations and diverse cultures in Singapore.	
Learning Outcome	Participants will be better able to listen more effectively and handle conflicting situations resulting in win-win outcomes. Provide positive Feedback on what is done right and constructive feedback on what is done incorrectly to encourage a willingness to maintain good performance and correct mistakes made.	
Topics Covered	<p>This workshop will cover:</p> <p>Communication (3.5 Hours)</p> <ul style="list-style-type: none"> • What Turns People on and What Turns People Off. • Effective Listening. What it is and Why it is important. • How and when to Listen Effectively. • Benefits and Pitfalls in Listening Effectively. • Handling Conflict Situations. • What is a Conflict Situation? • Why it is important to handle it well. • How to resolve a conflict situation with a win-win outcome. • When to Handle Conflicts. • Benefits and Pitfalls to avoid. <p>Motivation (3.5 hours)</p> <ul style="list-style-type: none"> • Giving Credit when due- it is effect on people. • What is Giving Credit? • How and when to Give Credit effectively. • Benefits and Pitfalls to avoid. • What is Constructive Feedback? • Constructive Feedback and its effect on a performer. 	
Learning Methodology	<p>To anchor the learning, the workshop incorporates interactive delivery of contents; trainer-led facilitation; mini case studies; plenary group sharing & discussions; skill practices; individual review & reflection; etc.</p> <p><u>ENTRY Behaviour</u>: Participants give their approaches to a current or past problem (1.5 Hours).</p> <p><u>EXPLANATION</u>: Facilitator imparts a new approach to address the problem (2.0 Hours).</p> <p><u>EXERCISE</u>: Participants work on exercises designed to internalise and translate concepts into practice (2.0 hours).</p> <p><u>APPLICATIONS</u>: Participants use the new concepts and practices learnt to the problems they raised (1.5 hours).</p>	
Who Should Attend	People Managers, Line Managers & Supervisors, Staff Engagement Officers and those keen to learn how to effectively communicate with others to enhance relationships and to understand the various conflict management styles and approaches.	