

## Annex 1

### Effective Communication for Better Workplace Efficiency

#### Training Outline

The importance of good communication skills

- As a life skill
- As a skill for good organizational effectiveness

Where and when I need communication skills

Communication styles

- What style are you?
- Your personality and how it affects others
- Adapting your communication style to the occasion or person
- Applying these new skills to an ongoing communication challenge

Body language in communication

- Its importance in communication
- Facial expressions
- Head, body, hand and leg movements

Barriers to communication

- Environment
- Wrong 'sender' signals
- Wrong 'receiver' signals

Listening Skills

- How I rate in my listening skills
- Listening strategies
- Types of listening
- Barriers to effective listening
- How to overcome them
- Applying listening skills to an ongoing communication challenge

Communication Exercises

Giving feedback

- Providing feedback sensitively
- Providing both positive and negative

#### Training Objectives

Upon completion of this workshop, participants will be able to:

- Overcoming barriers to effective communication
- Self-awareness and communication skills
- Listening as the key to effective communication
- Communication strategies
- Giving and receiving feedback
- Applying the skills in the work environment

#### Who Should Attend

Frontline Customer Service Officers, Secretaries, Personal Assistants and anyone who wants to improve their communication skills in the office.

#### Training Details

Training Provider: Management Development Institute of Singapore (MDIS)

Trainer: Ms Lorraine Kwek

Location: MDIS Dhoby Ghaut 20 Orchard Road Singapore 238830

Dates: 23, 25 and 27 March 2010

Fees: \$230 (after 40% subsidy from CCF)

Duration: Weekdays – 6.30 pm to 9.30 pm

Saturday – 9.00 am to 5.00 pm

Closing date of registration: **19 February 2010**

\*\* If you have any enquiry, kindly contact Alex at Tel: 6259 0077 ext 126 or

Email: [alexquek@sncf.org.sg](mailto:alexquek@sncf.org.sg).