

Annex 1

Interpersonal Communications

Training Objectives

At the end of the program, participants will be able to:

- Identify the effects of Interpersonal Communication on success
- Assess their own personal style of communication
- Identify communication styles which are different from own and to make adjustments accordingly
- Use questioning strategies to avoid misunderstanding
- Identify and demonstrate the use of empathy in active listening
- Use effective feedback techniques to ensure to remove listening barriers

Training Details

Training Provider: Singapore National Employers Federation (SNEF)

Trainer: Ms Lucy Ng

Location: 19 Tanglin Road, #10-01, Tanglin Shopping Centre Singapore 247909

Dates: 8 and 10 September 2009

Fees: \$150 (after 30% subsidy from CCF)

Duration: Weekdays – 6.30 pm to 9.30 pm

Closing date of registration: **7 August 2009**

** If you have any enquiry, kindly contact Alex at Tel: 6259 0077 ext 126 or Email: alexquek@sncf.org.sg.

Training Outline

- Characteristics of a Competent Communicator
- The 4 Communication Styles
 - Self-assessment
 - Build Strengths, Avoid Weakness
 - Adjusting to others
- Oral communication and Active Listening Skills
 - Communication Process
 - Verbal and non-verbal cues
 - Active Listening
- Strategies to improve interpersonal communication
 - Communication Enhancers
 - Communication Stoppers
 - Goal-oriented Questioning Techniques
 - Principles of Feedback

Methodology

Emphasis is on learning by mini lectures, group discussions, interactive exercises and self-assessment

Who Should Attend

General