

TRAINING PROVIDER	
SINGAPORE PROFESSIONALS' AND EXECUTIVES' CO-OPERATIVE LIMITED	
Course Title	<b>RELATIONSHIP BUILDING - Communication and Motivation</b>
Course Duration	1 day (7 hours / 9am to 5pm)
COURSE DETAILS	
<b>Course Objectives</b>	<p>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.</p> <p>Learn how to listen more effectively and handle conflicting situations resulting in win-win outcomes. Acquiring these skills will help seniors to improve their social interactions, both at workplace and at home.</p>
<b>Topics Covered</b>	<p>This workshop will cover:</p> <p><b>Communication (3.5 Hours)</b></p> <ul style="list-style-type: none"> <li>• What Turns People on and What Turns People Off.</li> <li>• Effective Listening. What it is and Why it is important.</li> <li>• How and when to Listen Effectively.</li> <li>• Benefits and Pitfalls in Listening Effectively.</li> <li>• Handling Conflict Situations.</li> <li>• What is a Conflict Situation?</li> <li>• Why it is important to handle it well.</li> <li>• How to resolve a conflict situation with a win-win outcome.</li> <li>• When to Handle Conflicts.</li> <li>• Benefits and Pitfalls to avoid.</li> </ul> <p><b>Motivation (3.5 hours)</b></p> <ul style="list-style-type: none"> <li>• Giving Credit when due- it is effect on people.</li> <li>• What is Giving Credit?</li> <li>• How and when to Give Credit effectively.</li> <li>• Benefits and Pitfalls to avoid.</li> <li>• What is Constructive Feedback?</li> <li>• Constructive Feedback and its effect on a performer.</li> </ul>
<b>Learning Outcome</b>	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.
<b>Learning Methodology</b>	<p>To anchor the learning, the workshop incorporates interactive delivery of contents; trainer-led facilitation; mini case studies; plenary group sharing &amp; discussions; skill practices; individual review &amp; 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>

# SPEC

A CO-OPERATIVE FOR PMETS

<b>Who Should Attend</b>	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.
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