



**Collaboration  
&  
Diversity**

## **ORGANISATIONAL RELATIONSHIP BUILDING (LEVEL 3)**

Course Reference Number : TGS-2019503874 | Synchronous E-Learning | Valid from 27/2/2020 - 19/6/2020

### **INTRODUCTION**

This 2-day (16 hour) programme is designed to provide the participants with the skillsets to build effective networks and build team relationships to support organisational and team priorities. Through practical examples and role play, the participants will be equipped with the essential skillsets to develop team cohesiveness, as well as managing workplace diversity and be able to manage workplace conflict.

### **KEY COMPETENCIES**

The programme focuses on three core competencies of leadership:

- Participate in networks
- Develop team cohesiveness
- Resolve conflict within the team

### **TARGET AUDIENCE**

Supervisor, Assistant Manager, Team Leader, Leaders whom wanted to better manage team development and team conflicts

## COURSE OUTLINE

### PARTICIPATE IN NETWORKS

- Importance of Networking
- Types of Networking platforms
- Legal and ethical concerns
- Do's and Don'ts of networking

### DEVELOPING TEAM COHESIVENESS

- Workplace Teams
- Tuckman's model of team development
- Roles of team members
- Establishing a team process
- Communicating team expectations
- Effective communication
- Barriers to communication
- Facilitating information exchange within a team
- What is Emotional Intelligence?
- How do we apply Emotional Intelligence?
- Diversity in the workplace
- Guidelines to follow in managing diversity (cultural, multi-generational etc) at the workplace
- Measures that can be implemented in managing diversity
- Avoiding pitfalls in managing diversity

### RESOLVING CONFLICT WITHIN THE TEAM

- Basic components of conflict
- Roles in team when managing conflict
- Causes of conflict
- Signs of conflict
- Stages of conflict
- Common types of conflict
- Conflict resolution
- How to improve on conflict management skills?
- Working with team mates to resolve conflicts

### COURSE FEES & FUNDING DETAILS

Full Course Fee : \$550.00 (GST : \$38.50)

*\* All course fees are subject to prevailing GST based on full course fee*

From 1st January 2021, Absentee Payroll will be adjusted to provide 80% of hourly salary capped \$7.50 per trainee-hour

Funding Categories	(A) Course Fee after Subsidy	(B) Adjusted Absentee Payroll	(C) Nett Cost for GST Coy	(D) Nett Cost for Non-GST Coy
Small Medium Enterprise (SMEs)	\$188.50	\$120.00	\$30.00	\$68.50
Non-SMEs	\$348.50	\$120.00	\$190.00	\$228.50
S'pore Citizen aged 40 & above, Long Term Visit Pass Plus Holder, working in Non-SMEs	\$188.50	\$120.00	\$30.00	\$68.50
Self-Sponsored Singaporeans aged 40 & above, Long Term Visit Pass Plus Holder,	\$188.50	NA	NA	NA
Self-Sponsored Singaporeans aged below 40 & PRs	\$348.50	NA	NA	NA
Foreigners	\$588.50	NA	\$550.00	\$588.50

