



Clarity
&
Influence

PERSONAL EFFECTIVENESS (LEVEL 4)

Course Reference Number : TGS-2019503878 | Synchronous E-Learning | Valid from 27/1/2020 - 12/6/2023

INTRODUCTION

This 2-day (16 hour) programme is designed to equip leaders and managers with the ability to communicate and influence decision making from a managerial perspective, taking in considerations and the expectations of the various stakeholders. This programme also provides managers with the context on how to continually develop their skills in the ever-changing workforce landscape.

KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

- Communicate effectively
- Influence decision-making
- Demonstrate commitment to self-development

TARGET AUDIENCE

Department Manager, Manager and High Potential Executive

COURSE OUTLINE

COMMUNICATE EFFECTIVELY

- Organisational Policies and Procedures
- Legal and Ethical Considerations
- Communication Process
- Communication Techniques and Behaviours
- Barriers to Communication

INFLUENCE DECISION-MAKING

- Development of Implementation Plans
- Facilitate the Decision-Making Process
- Emotional Intelligence
- Influence Team Leaders - Types of Power
- Influence Team Leaders - Cialdini's 6 Principles of Persuasion
- Rational Decision-Making Models
- Types of Leadership and its Impact on Decision-Making
- Non-Rational Decision-Making Models
- Roles and Accountability

DEMONSTRATE COMMITMENT TO SELF-DEVELOPMENT

- Self-Development (Benefits and Barriers)
- Importance of Currency of Knowledge
- Future of Work

COURSE FEES & FUNDING DETAILS

Full Course Fee : \$680.00 (GST \$47.60)

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

From 1st July 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) | \$115.60 | \$120.00 | -\$52.00 | -\$4.40 |
| Non-SMEs | \$487.60 | \$120.00 | \$368.00 | \$415.60 |
| Singaporeans aged 40 & above working in Non-SMEs | \$115.60 | \$120.00 | -\$52.00 | -\$4.40 |
| Self-Sponsored Singaporeans aged 40 & above | \$115.60 | NA | NA | NA |
| Self-Sponsored Singaporeans aged below 40 & PRs | \$487.60 | NA | NA | NA |
| Foreigners | \$727.60 | NA | \$680.00 | \$727.60 |



**Uplift.
Inspire.
Encourage.
Challenge**