



Clarity  
&  
Influence

## PERSONAL EFFECTIVENESS (LEVEL 4)

Course Reference Number : TGS-2019503878 | Classroom & Asynchronous E-Learning | Valid from 27/1/2020 - 12/6/2025

### 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

### MANAGE AND LEAD IN AN ORGANISATION

- Organisation: Vision, Mission, Values, Strategies, Plans & Processes
- Managers' Role in Organisations
- Leadership Styles
- Influence Team Leaders to Support Strategic Priorities

### COMMUNICATE FOR SUCCESS

- Communication in Organisations
- Legal and Ethical Considerations
- Organisational Policies and Procedures
- Implications and Impact of Communication Processes on Stakeholders
- Addressing Barriers to Communication
- The Myers-Briggs Type Indicator
- Communication Techniques and Behaviours



**Uplift.  
Inspire.  
Encourage.  
Challenge**

### MAKE BETTER DECISIONS

- Introduction to Decision-Making
- Challenges to Decision-Making
- Clarifying the Problem or the Opportunity
- Decision-Making in Organisations
- Rational & Non Rational Decision-Making Model
- Facilitate the Decision-Making Process
- Legal and Ethical Considerations in Decision-Making

### COURSE FEES & FUNDING DETAILS

Full Course Fee :\$741.20 (Inclusive of GST \$61.20)

From 1st Jan 2022, Absentee Payroll will be adjusted to \$4.50 per trainee-hour, capped at \$100,000 per year

Type	Category of Individual		
	Singapore Citizens and Singapore Permanent Residents	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid Career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fees	\$680.00	\$680.00	\$680.00
SkillsFuture Funding	\$340.00	\$476.00	\$476.00
Total Nett Fees	\$340.00	\$204.00	\$204.00
GST (9% x \$680)	\$61.20	\$61.20	\$61.20
Total Fees Payable	\$401.20	\$265.20	\$265.20

#### Funding Requirements

- Learner must achieve at least 75% attendance
- Learner must successfully attain a 'Competent' (C) grading for the final assessment result