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PERSONAL EFFECTIVENESS AT WORK

Based on Singapore Workforce Development Agency
LEADERSHIP & PEOPLE MANAGEMENT (LPM)
Singapore Workforce Skills Qualifications

PERSONAL EFFECTIVENESS AT WORK

In an increasingly competitive and turbulent world, the need for an individual to keep pace with the workplace demands and changes is critical. For those aspiring to leadership role, they need broad horizontal skills such as communication and decision-making and vertical skills such as deep, specific technical skills so as to lead teams successfully. Effective team leaders are those who recognize the need to adapt to change by re-examining the way they work, by acquiring and updating these skills regularly. In short, the volatile business environment needs T-shaped leaders.



This course equips individuals with skills on communication, decision making and professional self-development. These skills put them in good stead to thrive in a dynamic workplace where change is a constant, and where growth is the key driver to professional excellence



Key Topics

Develop and Maintain Professional Competence

- Identify strengths and limitations of management practices
- Develop skills and knowledge required of work role
- Maintain communication with team leaders

Communicate Effectively

- Adapt communication style to suit work context
- Communicate ideas in the workplace with appropriate language
- Seek feedback to ensure message is received and understood
- Address barriers to communication

Lead Team Decision Making

- Gather necessary information for decision making
- Evaluate the risks and consequences of potential actions or decisions
- Develop and assess options that will lead to successful outcomes
- Select appropriate decision for team and organization objectives

Learning Outcomes

At the end of the course, participants should be able to demonstrate the following:

1. Acquire self-awareness in developing and maintaining professional competence
2. Adapt style in the workplace to communicate ideas effectively
3. Use appropriate decision making processes in team setting

Methodology

Case studies, role-play, discussions and presentations

Certification

Upon successful completion of the course, participants will be awarded with 1 Statement of Attainment from the Singapore Workforce Development Agency, namely

- 1) Develop Self.

Target Audience

This course targets team leaders looking to improve their personal effectiveness at work.

"I learnt valuable teachings on communicating with the elder generation and my workers. Thank you for upgrading me into a better leader for my team."

Mr Tan Wu Hao Charles

Contract Assistant Manager, Sunray Woodcraft Pte Ltd

"This course has really broadened my mind. You have shown me things which I have never encountered before. I'll apply what I have learnt at work, as well as my personal life. Thank you very much!"

Mr Low Guo Qiang

Senior Accounts Executive, Profoto Digital Services Pte Ltd

"By applying self assessment, effective communication and decision-making, learners can achieve better effectiveness at work. Enriching, refreshing and definitely a two thumbs up course!"

Mr Soh Haw Hong Brian

IT/Infrastructure Manager, Seng Heng Engineering Pte Ltd

Duration/Time

2 days / 21 hours
8.30am to 7.00pm

FEB 9-10 (Registration Deadline: 26 Jan 2012)	APR 12-13 (Registration Deadline: 29 Mar 2012)
JUL 12-13 (Registration Deadline: 28 Jun 2012)	OCT 11-12 (Registration Deadline: 27 Sep 2012)

Course Fee

S\$780 per participant

Company sponsored Singaporeans and Singapore Permanent Residents are eligible to the following WDA funding:

Course Fee Funding

COURSE FEE	COURSE FEE SUBSIDY	NETT COURSE FEES
\$780	\$315	\$465

Absenteeism Payroll

ABSENTEEISM PAYROLL	NETT COST TO EMPLOYER
\$94.50	\$370.50

TO REGISTER OR FOR MORE INFORMATION



+65 6592 0045



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www.bootstrap.com.sg



Facilitator:

Johnny Ong is a Peak Performance Specialist at Bootstrap. He specialises in Personal Development, Self Confidence and Peak Performance. Besides holding training and speaking sessions for adults, Johnny also conducts motivational and personal development workshops in schools, something that he feels is a privilege to do.

Johnny worked as Sales Director in the music and hospitality industries. He has led and trained sales teams in various multinational companies for more than fourteen years in senior sales management positions. He left the corporate world in 2007 to pursue his passion in writing, speaking and training. He is the author of "Don't Live Your Life in One Day - 100 Effective Rules to Live a Meaningful Life".

Johnny's academic qualifications include a Master of Business Administration degree from the University of Hull (United Kingdom), as well as a Graduate Diploma from the Chartered Institute of Marketing (United Kingdom). His other credentials include an Advanced Diploma in Mass Communications from Oklahoma University (United States), Diploma in Business Studies from Ngee Ann Polytechnic (Singapore), and Advanced Certificate in Training and Assessment from the Institute of Adult Learning. He was recently awarded a Diploma in Psychotherapy by The School of Positive Psychology.

BOOTSTRAP COURSE REGISTRATION FORM

PART A: COURSE INFORMATION

Course Title: _____ Course Date: _____

PART B: PARTICIPANT'S INFORMATION

*Delete accordingly

Name (as in NRIC) Dr/Mr/Mrs/Ms: _____ Gender: M/F

NRIC (Pink/Blue)* / FIN No / Passport No*: _____ Nationality*: Singaporean/PR/Others (for PR/Others, Please Specify) _____

Date of Birth: ____ / ____ / ____ Race: Chinese/ Malay/ Indian/ Eurasian/ Others *(Please specify) _____

Designation: _____ Highest Education: _____

Handphone: _____ Email: _____

Dietary Preference: (Nil, Vegetarian, Halal) *Please delete Accordingly Special Needs: _____

PART C: COMPANY INFORMATION / EMPLOYMENT DETAILS

*Complete all fields

Name of Authorized Representative: _____ Designation: _____

Name of Company: _____

Invoicing Address: _____ Postal Code: _____

Contact No: _____ (Fax) _____ (Email) _____

REGISTRATION

Please send completed registration form to jasmine.ang@bootstrap.com.sg or mail to: 65 Ubi Ave 1 #03-00 OSIM Headquarters Singapore 408939. For any registration queries, please contact BOOTSTRAP at +65 65920045 or email us at info@bootstrap.com.sg

PART D: PAYMENT

Cheque must be crossed and made payable to: "BOOTSTRAP Pte Ltd"

Bank/Cheque No: _____ Date: _____ Total Amount: _____

Confirmation of enrolment for any unit will only be made upon receipt of the full payment of the course fee and original application form, subject to seat availability. A confirmation email will be sent to you at least 3 working days before course commencement.

CANCELLATION POLICY

If cancellation of a booking is more than 30 days before course start date, 100% of course fee will be refunded. If cancellation is between 15-30 days before course start date, 50% of course fee will be refunded. If cancellation is done less than 15 days from course start date, there will be no refund. All cancellation, withdrawal or rescheduling of a confirmed booking must be made at least 10 working days before course commencement.

BOOTSTRAP Pte Ltd reserves the right to cancel a course, change dates, time, venue, trainers and fees of the course due to unforeseen circumstances beyond its control. If a course is cancelled, BOOTSTRAP Pte Ltd will advise you accordingly and a full refund of course fees will be paid. A notification email will be sent to you at least 3 working days before course commencement.

PART E: APPLICANT DECLARATION

I declare all the information given by me in this application is true and correct and I understand that misrepresentation or omission is sufficient grounds for rejection of my application or withdrawal of any place offered, and that this withdrawal may take place at any stage during the course I undertake. I understand and accept the terms and conditions, rules and regulations of the program set by BOOTSTRAP.

Signature of Applicant and Date

BOOTSTRAP
The Growth Catalyst

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