

Employability Skills

Sharpen your Workplace Skills for the Future!

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WTS Funding**



OPERATIONAL LEVEL

Apply Emotional Competence to Manage Self

Course Outline

- Recognise personal emotional states, its causes and effects on performance and interpersonal relationships at the workplace
- Manage own emotions and impulses to work effectively with others, taking into consideration diversity in cultures and background of individuals
- Recognise the emotional needs of others, empathise and respond appropriately to their needs
- Demonstrate self-confidence, flexibility, conscientiousness and initiative to manage self at the workplace



Maintain Personal Presentation and Employability

Course Outline

- List personal competencies acquired through learning and experience
- Determine personal career goals taking into account personal competencies
- Identify employment opportunities, select jobs that best match personal competencies and career goals; and apply for jobs
- Prepare for an attend job interview



an NTUC Social Enterprise

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Develop Personal Effectiveness

Course Outline

- Identify role and responsibilities at the workplace
- Set personal goals and identify personal strengths and weaknesses
- Maintain work-life balance and healthy lifestyle
- Managing time, stress and personal finances effectively



Communicate and Relate Effectively at Workplace

Course Outline

- Interpret and analyse information received
- Use of effective communication techniques that consider social and cultural diversity
- Identify signs, stages and causes of conflict with individuals or groups of people
- Using effective negotiation skills to resolve conflicts for a win-win outcome



SUPERVISORY LEVEL

Solve Problems & Make Decisions

Course Outline

- Work with a team of subordinates to apply logical deduction to anticipate and detect problems at the workplace based on symptoms and relevant information gathered
- Analyse root causes of problems and facilitate generation of solutions by encouraging creativity among team members
- Select a solution, develop an action plan collectively with team members to implement the chosen solution and consider the impact to self and team
- Review the effectiveness of implemented solutions and action plans, analyse learning points and best practices that can be used for future reference



Foster Team Adaptability

Course Outline

- Identify the global trends and changes impacting the workplace, employability and job role that would affect work team
- Identify implications of global competitiveness, workplace diversity and learn to adapt to changes for sustained employability
- Identify competency gaps, determine training and development needs and provide a conducive work environment for opportunities to learn and coach within a team
- Analyse the impact of diversity on a team and facilitate team members to work within a diverse team



MANAGERIAL LEVEL

Support the Establishment of a Framework for Initiative and Enterprise

Course Outline

- Apply strategies to create, promote and sustain a culture of innovation, enterprise and continuous improvement in an organization
- Establish a framework to track and evaluate improvement efforts at the workplace
- Provide organisational leadership to promote and sustain innovation and enterprise
- Perform risk assessment, evaluate risks implications of new initiatives on organisational performance and develop a framework for an enterprise risk management programme



Lead Workplace Communication and Engagement

Course Outline

- Conduct research on best practices in workplace communication, evaluate their suitability for adoption and establish benchmarks for the organisation
- Lead workplace communication by evaluating and identifying gaps and barriers in workplace communication
- Developing and communicating plans to implement communication strategies influence organisational culture and motivate employees to commit to the organisation's vision, mission and core values
- Establish causes of conflict and assess a negotiation situation, develop strategies for and conduct negotiation to achieve organisational goals and win-win outcomes



*Applicable for Singaporeans aged 25 and above. Terms & conditions apply.

**Workforce Training Support (WTS) funding only applies to trainees who are 35 years old and above with a monthly income of \$2,000 and below.