



## SSG-APPROVED TRAINING COURSE



## GAIN PRACTICAL AND VALUABLE SKILLS AND KNOWLEDGE

- **RECOGNISING THE NEED FOR INCLUSIVENESS AT THE WORKPLACE**
- **DISCOVERING THE ASPECTS OF EMOTIONAL INTELLIGENCE** – awareness of self, social skills, understand and interpret the emotions of others
- **APPLYING EMOTIONAL INTELLIGENCE SKILLS WHEN INTERACTING WITH OTHERS** – recognising emotional behaviors, managing disruptive emotions and impulses, empathy, and self confidence
- **HANDLING CHALLENGING SITUATIONS AND BEHAVIORS** – defusing emotional situations and outbursts, responding to challenging behaviors
- **RESILIENCE AND MONITORING OWN ACTIONS** – coping skills

| ADMINISTRATIVE DETAILS                                                                                                                                                                                                                                                                                        | SSG COURSE DETAILS                                                                                                                                                                 | PREREQUISITES                                                                                                                                                                                 | WHO SHOULD ATTEND                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• <b>Duration:</b> 16 hours (2 days)</li> <li>• <b>Course Fee:</b> \$450</li> <li>• <b>Course Fee (after SSG Training Grant):</b> <ul style="list-style-type: none"> <li>▪ MCE/SME: \$135</li> <li>▪ Singaporeans below 40 years and PRs: \$225</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Course Reference Number: TGS-2019504381</li> <li>• Funding Validity Period till 31 July 2023</li> <li>• Mode of Training: Zoom</li> </ul> | <ul style="list-style-type: none"> <li>• Education: Minimum 'Secondary'</li> <li>• Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3</li> </ul> | <ul style="list-style-type: none"> <li>• Staff working in customer service, technical support, call centre, service and sales support, administration, and other roles involving customer contact</li> <li>• Staff working in various roles in an organisation</li> </ul> |

*SSG terms and conditions apply.*

MCE: Singapore Citizens, 40 years and above



**IMPACT**

The Training Specialist (198905401C)