

Apply Teamwork in the Workplace (Blended) MF-COM-103C-1

Code: TW

Duration: 16 Hours

Synopsis:

This module is developed to enable learners to acquire knowledge and skills in applying teamwork in the workplace. This will include how to participate in a team and develop team culture, communicating within a team as well as improving team performance.

Course Objective:

On completion of this module, learners will be able to practice the skills and knowledge by participating in work teams and apply them to the workplace.

Course Outline:

The knowledge and skills covered in this module include:

Skills:

- Participate in team establishment
- Participate in developing a team culture
- Communicating with team members
- Assist improvement of team performance

Knowledge:

- Organisational goals, objectives and strategic plans
- Techniques in setting team objectives
- Roles and responsibilities of team members
- Techniques for monitoring and reviewing team performance
- Types of problems relating to the team and their resolution methods
- Team conflict and their impact on team performance
- Communication channels and reporting lines, applicable to the team
- Communication cultures, languages and barriers in a team setting
- Types of improvement required to enhance team performance
- The importance of acknowledging and responding positively to team members' feedback
- Follow-up actions for teams and their respective organisational procedures

For Whom:

Suitable for operational level.

Entry Requirements:

Participants are assumed to:

- Be able to listen and speak English at a proficiency level equivalent to the Employability Skills System (ESS) level 3 and above;
- Be able to read and write English at a proficiency level equivalent to ESS level 3 and above;
- Be able to manipulate numbers at a proficiency level equivalent to ESS level 3.

Training Medium:

This module can be conducted in either English or Mandarin.

Training Methodology:

This module is delivered through e-learning, lectures, group activities and demonstration.

Assessment Methodology:

Practical and oral/written assessments are conducted at the end of the training module.

Certification:

An individual who completes a module will be awarded a Statement of Attainment (SOA). If an individual completes the required number of modules at the various levels, he/she will be awarded a WSQ Qualification / WSQ Certificate.

WSQ Qualification:



WSQ Certificate:



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