

COURSE TRAINER

Ms Jilline Chang is a Certified Behavioral Consultant in DISC and Certified Career and People Developer Consultant.

Prior to joining aAdvantage Consulting Group, Jill worked in one of the entities of an international Public Listed Company, Publicis Advertising in Asia Pacific as Head of Operations that oversees the Administration, Human Resource & Finance.

She was also Involved with MITA in developing and launching the GST (Greet, Smile & Thanked) retail service campaign which later evolved into the GEM (Going the Extra Mile) campaign.

In aAdvantage Consulting Group, Jilline has facilitated programmes in personal development, leadership development, service excellence and team development.



For any enquiries, please contact:

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Enquiries



**Managing the Emotional
Success of your Staff
(Supervisory level)**

This programme aims equip the supervisors and managers in this fast paced society to create a healthy working environment for their staff and themselves. This is particularly important for the ILTC healthcare professionals who come in contact with patients and caregivers in their daily work. Healthcare staff are at risk of facing emotional stress which can be resulted from having to deal with challenging clients and caregivers as the latter are often emotionally burdened due to the health conditions.

LEARNING OBJECTIVES

Upon completion of this programme, participants will be able to:

- Provide the education and support for supervisors/managers in being able to recognise the harmful effects of emotional stress or labour on the health, safety and work performance of their staff and its impact on the team and organisation.
- Equip supervisors/managers with the necessary skills and knowledge to handle their own emotional labour, and thus deal more successfully with the emotional labour among their staff.



COURSE OUTLINE

Day 1

- Welcome opening and introduction
- Set objectives and expectations

Module 1: The Bomb Effect of Emotional Labour

- Purpose - Why Must We Deal With It?

Module 2: Our Roles As Managers

- Role - What Can We Do to Lighten it?

Module 3: Unpack and Repack Our Emotional Bags

- Strategies - How Can We Lighten It?

Day 2

Module 3: Unpack and Repack Our Emotional Bags

- Recap Day 1
- Repack Strategies in Action – Interpersonal Savy
- Repack Strategies in Action – Org Savy

Module 4: Develop Emotional Resilience on the Road

- Repack Strategies in Action – Resilience Savy

Planning for Results

- Our Plans in Action - “I will”

TARGET AUDIENCE

All healthcare professionals including supervisors/ managers or anyone with staff reporting to them.

TEACHING METHODOLOGY

Self Assessments, Video Learning, Lectures, Role plays and Facilitated Group Discussions

COURSE FEES

For Healthcare VWOs and Nursing Homes with Portable Subsidies:

Fees for Singaporeans & PRs = \$39.79 per pax

Fees for Foreigners = \$185.14 per pax

Fees for Singaporeans & PRs and any others = \$330.50 per pax

VENUE, DATE & TIME

Venue: AIC Learning Institute @ City Square Mall

Address: City Square Mall, 180 Kitchener Road, #06-05/06, Singapore 208539

Date: 2 days (Pls refer to AIC Learning Institute website for dates)

Time: 9am to 5pm