



Organised by Berne TA Center Pte. Ltd.

Course Accreditation under the Singapore Workforce Skills  
Qualification System (WSQ)  
(Course Code: CRS-Q-0041380-SSC)  
Level 2

Transactional Analysis for Developing Positive Communication  
Competencies in Working Relationships (2 December 2020)

**This course has met the course accreditation criteria for the  
accreditation scope Training and Assessment**

**Training Hours: 6**

**Assessment Hours: 1**

### **Learning Objectives**

#### **A) Develop Self and Situation Awareness to Construct and Build Relationships with Stakeholders**

- Identify the strengths and areas for improvement of one's personality to better manage work relationships
- Recognise one's behavioural vulnerabilities, and how these impact relationships at the work place
- Apply possible strategies and follow up actions to build positive relationships with stakeholders

#### **B) Construct and Build Relationships using the Ego States Model**

- Understand self and others using Transactional Analysis (TA) in professional practice
- Use self-assessment tools to evaluate self and others
- Analyse and discuss professional development needs using personality profiling tool

### **C) Build Effective Communication for Positive Relationships Using Transactional Analysis**

- Use Transactional Analysis (TA) as a model to build and strengthen relationships
- Apply effective communication strategies to achieve effective relationships
- Demonstrate competencies to co-create solutions in managing challenging situations and relationships

**Facilitator:** Dr Jessica Leong

**Date:** 2 December 2020 (Wednesday)

**Time:** 9:00 am - 5:00 pm

**Venue:** 1 Kay Siang Road #08-01/02, Singapore 248922 or Synchronous E-learning

**Inquiries:** Email: bernetata@gmail.com  
Telephone: Angela at 9817 7311

#### **Administrative Fees**

**\$60/- (ECTA Students/Alumni)**

**\$80/- (Public & non-ECTA affiliations)**

#### **Breakdown for Administrative Fees**

- Statement of Attainment from SSG
- Course Materials
- Assessor's Fees

**Assessment must attain the competent grades.**

**Statement of Attainment will be awarded by SSG with competent grades.**

#### **Notes on SSG Funding**

- Claims can be made only by Berne TA Center for SSG funding if you attain 100% attendance for Singaporeans and PRs; otherwise you will have to pay the full non-subsidised amount.
- Non-Singaporeans and non-PRs are eligible for SSG Level 2 Statement of Attainment certification, but are NOT eligible for SSG funding.

## **Two Modes of Payment by:**

### **1. Bank Transfer**

**Beneficiary Name: Berne TA Center Pte. Ltd.**

**Beneficiary Bank Name: Oversea-Chinese Banking Corporation**

**Bank Account: 569019201001**

**Bank Code: 7339**

**Branch Code: 569**

**Swift Address: ocbcsgsg**

**Branch: OCBC Harbourfront Branch**

### **2. Cheque**

Should be crossed and made payable to *“Berne TA Center Pte. Ltd.”*.

Cheque must not be post-dated.

Please write your name and contact number on the reverse side of the cheque and mail it to: 24 Kew Crescent, Singapore 466364.