

Social Service Accelerator Track

Supporting the Implementation of Programmes

This course provides an understanding of the lifecycle and processes of social service programmes. Participants will learn about communication skills and digital technological tools, and apply them to effectively support the implementation of programmes within their organisations.

Module Objectives:

By the end of this module, participants will be able to:

1. Show understanding of the process, roles and functions related to programme design and implementation;
2. Apply appropriate communication and conflict resolution skills with programme beneficiaries and stakeholders within their support role capacity;
3. Select appropriate social media and digital technology tools to enhance their support function.

Topics:

1. Social Service Programme Design
2. Communication & Conflict Resolution Skills
3. Support through the Use of Social Media & Technological Tools

Target Audience:

Professionals with 0-5 years' working experience in their respective organisations.