

€ TRAINING

Improvement of Soft Development Skills





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Introduction:

This training program focuses on enhancing participants' proficiency in interpersonal, communication, and leadership skills essential for professional success. It cultivates a well-rounded skill set that empowers individuals to excel in teamwork, collaboration, and leadership roles.

Program Objectives:

At the end of this program, participants will be able to:

- Demonstrate advanced communication and negotiation skills.
- Exhibit strong interpersonal skills and empathy.
- Showcase leadership and management abilities.
- Display entrepreneurship and initiative-taking capabilities.
- Demonstrate adaptability and continuous learning skills.
- Utilize effective teaching and training techniques.

Targeted Audience:

- Managers.
- Communication managers.
- Research and development.
- Human resource.

Program Outlines:

Unit 1:

Precision in Skill Development:

- Identify the skill desired specifically.
- Determine what you want the end goal to be.
- Rely on others rather than yourself.

- Track the items in a meaningful time frame.

Unit 2:

Enhancing Performance and Satisfaction:

- Increased productivity.
- Improved customer service.
- Increased self-confidence.
- Increased retention rates.
- Improved job satisfaction.
- Increased loyalty from customers.

Unit 3:

Essential Communication and Leadership Skills:

- Communication skills are almost always high on the 'essential skills' list in any job advertisement.
- Making Decisions.
- Self-Motivation.
- Leadership Skills.

Unit 4:

Vital Skills for Effective Teamwork and Problem Solving:

- Team-Working Skills.
- Creativity and Problem Solving Skills.
- Time Management and ability to work under pressure.
- Positive attitude.

Unit 5:

Evaluation Methods for Continuous Improvement:

- Self-assessment questionnaires.



- Informal feedback from peers and managers.
- Focus groups.
- On-the-job observation.
- Actual job performance key performance indicators KPIs.