

DAY 1

THEME: Relationships and Results

Introduction to the course

- Introduction and group dynamics
- Course Objectives

Introducing the Soft Skills

- What are soft skills?
- Hard skills vs soft skills?
- Why soft skills matter
- The virtuous circle of relationships and results

Emotional Intelligence (EI)

- What is EI and what are its five components?
- Self-awareness and self-regulation
- Using the three types of empathy
- Conducting a self-assessment
- Having a positive attitude

Communication

- The communication cycle
- Communicative variables
- What is effective communication?

Building Trust

- What is trust and what are the types of trust?
- Building and repairing trust

Providing Feedback

- Sources of feedback
- Feedback models and approaches
- Feedback vs. feedforward

DAY 2

Theme: Influencing Without Authority

DISC Analysis and It's Implications

- What is DISC?
- The DISC variables
- Managing, leading and communicating with DISC
- Taking a DISC assessment

Influencing

- Ways to change thinking and action
- Assertiveness and responsiveness
- Push and pull influencing
- Managing up
- Influencing games

Arguing

- What is argument?
- Using ethos, pathos, logos and kairos
- Putting forward an argument using rhetorical approaches

Written Communication

- Etiquette and soft skills for writing
- Controlling your diplomacy
- Avoiding "flaming"

Principled Negotiation

- Principled vs. positional negotiation
- Negotiation approaches and tactics
- Negotiation roleplay

DAY 3

THEME: Teamwork and Motivation Teamwork

Teamwork

- What is a team?
- The laws of highly effective teams
- The team formation cycle
- Team dysfunctions and overcoming them
- Team roles and Belbin
- Team development
- Virtual teams

Motivation

- Types of motivation
- Factors that motivate and demotivate
- Demotivation vs. unmotivation

Managing Stress

- Types of stress
- Working under pressure
- Stress-management approaches
- Managing the working environment
- Positive attitude and mindfulness

Managing Time and Using Delegation

- Planning and organising
- Responsibility and accountability
- Being adaptable, proactive and agile
- Delegation and its uses and scopes
- How to delegate, what to delegate and what not to delegate

DAY 4

THEME: Leadership as a Soft Skill

The Leadership Concept

- Leadership as a people-focused soft skill vs. management as a task-focused hard skill
- Leadership styles and their pros and cons
- Authenticity, ethics and leadership
- Effective leaders vs. toxic leaders
- Evaluating leaders

Being Decisive and Making Decisions

- Setting direction (goal, objective, mission, vision, values)
- Decision types in the workplace
- Considering impacts, obstacles and outcomes
- Using decision trees
- Handling decisions in a crisis roleplay

Mentoring and Coaching Skills

- What are mentoring and coaching?
- The nine levels of listening
- Asking the right questions
- Problem and solution- focused conversations
- Practices and reflection

Being a Creative Problem Solver

- Key terms for problem solving
- Talking about causes and effects
- Using creativity and lateral thinking
- Being resourceful
- Brainstorming and troubleshooting
- Troubleshooting simulation

DAY 5

THEME: Conflict

Conflict

- What is conflict, what effects does it have and where does it stem from?
- Taking the conflict mode instrument test
- The conflict mode and their pros and cons
- Conflict simulation

Meditation

- What is meditation?
- The meditation process
- Meditation tools and techniques
- Meditation practice simulation

Personal Branding

- Creating your own personal brand in the workplace and managing your reputation

Bringing It All Together

- Participant presentations
- Review quiz
- Examination
- Golden rules for great soft skills
- Personal action planning
- Recommended reading