

Soft skills Training for Emerging Managers

Total Training Duration - 24 hours

Training outline

- Understand the difference between two roles- individual contributor and people developer
- Identify preferred communication style using self-analysis questionnaire.
- Describe communication style that distinguishes aggressive, passive /indirect aggressive, passive/ submissive and assertive behaviour and the effects they have.
- Guidelines to be assertive - being confident, learning to say 'no' with confidence and without feeling guilty, use of 'I' statements, managing aggressive and passive behaviours in others.
- Recognize how to manage difficult situations especially during escalation and conflicts.
- Identify ways to enhance effective business communication skills - choice of words, voice modulations and body language.
- Speaking up opportunity - making requests, giving suggestions, asking questions, agreeing and disagreeing.
- Learn probing techniques to gather information using open and closed questions, questions effectively using the funnel technique.
- Know the techniques to check and build understanding - clarifying, paraphrasing, summarizing etc.
- Know different levels of listening and learn how to listen more actively and emphatically - verbal signs and non-verbal signs of active listening
- Learn the techniques to give effective feedback and the guidelines to provide both positive and developmental feedback.
- Understand potential reactions to feedback through SARA model - what might cause them and how to handle them.
- Understand the role of the leader in building an effective team and the skills required to promote team engagement.
- Know the Tuckman's Five Stages of Team Development and the tools and tasks needed to move through each stage.
- Take social style self-assessment as tool for building self-awareness and developing interpersonal skills
- Learn to recognize behavioural and communication preferences and discuss the attributes of different social styles (driver, analytical, amiable and expressive)
- Understand the methods of enhancing interpersonal skills with different stakeholders - learn how to adapt to others.

- Identify and describe your preferred styles of leadership. Understanding Situational Leadership model - Developing your leadership style to gain commitment from your employees.
- Adapting leader behaviour and recognizing when and how to vary your leadership style. Learn to match your leadership style to your employees' developmental needs.