Table of Content – Soft skills training (People Management)

Time Duration – 4 Days

Day 1: Corporate Communication

Time: 10:00 AM - 4:00 PM

- **10:00 AM - 11:30 AM:** Understanding Different Communication Styles
- **11:30 AM - 12:30 PM:** Mastering Verbal and Non-Verbal Communication
- **12:30 PM - 1:00 PM:** Lunch Break
- **1:00 PM - 2:30 PM:** Practicing Active Listening
- **2:30 PM - 3:30 PM:** Giving and Receiving Constructive Feedback
- **3:30 PM - 4:00 PM:** Effective Email and Business Writing

Day 2: Problem Solving Skills

Time: 10:00 AM - 4:00 PM

- **10:00 AM - 11:30 AM:** Root Cause Analysis
- **11:30 AM - 12:30 PM:** Creative Problem-Solving Techniques
- **12:30 PM - 1:00 PM:** Lunch Break
- **1:00 PM - 2:30 PM:** Decision-Making Strategies
- **2:30 PM - 3:30 PM:** Collaborative Problem-Solving
- **3:30 PM - 4:00 PM:** Case Studies and Application Exercises

Day 3: Work Ethics, Time Management, and Dining Etiquette

Time: 10:00 AM - 4:00 PM

- **10:00 AM - 11:30 AM:** Ethical Principles and Values
- **11:30 AM - 12:30 PM:** Integrity, Accountability, and Responsibility
- **12:30 PM - 1:00 PM:** Lunch Break
- **1:00 PM - 2:30 PM:** Time Management Techniques
- **2:30 PM - 3:00 PM:** Prioritization and Procrastination Management
- **3:00 PM - 4:00 PM:** Dining Etiquette and Business Manners

Day 4: Flexibility, Accountability, Emotional Intelligence, and Presentation Skills

Time: 10:00 AM - 4:00 PM

- **10:00 AM - 11:30 AM:** Flexibility and Adaptability Training
- **11:30 AM - 12:30 PM:** Accountability and Ownership Workshop
- **12:30 PM - 1:00 PM:** Lunch Break

- **1:00 PM - 2:30 PM:** Emotional Intelligence Development
- **2:30 PM - 3:30 PM:** Personal and Professional Grooming
- **3:30 PM - 4:00 PM:** Presentation Skills Training

Day 1: Corporate Communication

1. **Role-playing Scenarios:** Divide participants into pairs or small groups and assign them different communication scenarios to role-play. This could include scenarios such as a difficult client conversation, a team meeting discussion, or a performance review.
2. **Group Discussions on Communication Challenges:** Facilitate group discussions where participants share common communication challenges they face in the workplace. Encourage brainstorming solutions and strategies to overcome these challenges collectively.

Day 2: Problem Solving Skills

1. **Case Studies and Group Analysis:** Present real-world case studies related to common workplace problems or challenges. Divide participants into groups to analyze the cases, identify root causes, and propose creative solutions. Encourage group presentations to share their findings with the class.
2. **Brainstorming Sessions:** Conduct brainstorming sessions where participants are given a specific problem or challenge to solve as a group. Encourage participants to generate as many ideas as possible without judgment. Facilitate discussion and evaluation of the ideas generated to identify innovative solutions.

Day 3: Work Ethics, Time Management, and Dining Etiquette

1. **Ethical Dilemma Discussions and Debates:** Present participants with ethical dilemmas commonly encountered in the workplace. Divide participants into groups to discuss and debate the ethical implications of each scenario. Encourage critical thinking and reflection on ethical decision-making.
2. **Dining Etiquette Role-plays:** Create a simulated dining scenario where participants practice proper dining etiquette and table manners. Assign roles such as host, guest, and server, and guide participants through various dining situations, including formal dinners and business lunches.

Day 4: Flexibility, Accountability, Emotional Intelligence, and Presentation Skills

1. **Emotional Intelligence Assessments and Self-Reflection Activities:** Administer emotional intelligence assessments to participants and facilitate self-reflection exercises based on the results. Encourage participants to identify areas for improvement and develop action plans to enhance their emotional intelligence skills.
2. **Presentation Competitions with Peer Feedback:** Organize a presentation competition where participants deliver short presentations on a topic of their choice. After each

presentation, provide structured feedback from peers based on criteria such as content, delivery, and engagement. Encourage constructive feedback and facilitate a supportive learning environment.

Learning outcomes for the comprehensive training program:

1. **Communication:** Enhance verbal and written communication skills.
2. **Problem-Solving:** Develop critical thinking and decision-making abilities.
3. **Work Ethics:** Cultivate integrity, accountability, and time management.
4. **Professionalism:** Understand business etiquette and ethical principles.
5. **Adaptability:** Foster flexibility and resilience in dynamic environments.
6. **Emotional Intelligence:** Improve self-awareness, empathy, and relationship management.
7. **Presentation Skills:** Develop effective presentation techniques.