

## “Essential Soft Skills for Career Progression”

### Training Plan

#### Training Objective:

To equip mid and senior level employees with essential skills and knowledge to excel in their current roles, leadership roles, enhance communication, negotiation, and other soft skills, build confidence, and foster creativity and innovation in the workplace.

Duration: 24 Hours

Target Audience: Mid and Senior level employees seeking to enhance their professional skills in communication, negotiation, soft skills, confidence-building, and innovation.

#### Training Methodology:

- Interactive workshops
- Role-playing exercises
- Case studies
- Group discussions
- Presentations
- Team-building activities
- Confidence-building exercises

#### Session 1: Effective Communication Skills – For all

- Verbal and non-verbal communication techniques
- Overcoming communication barriers
- Assertive communication strategies

#### Session 2: Building Rapport and Relationships – For all

- Techniques for building trust and rapport
- Networking skills and relationship-building strategies

#### Session 3: Negotiation Skills – For all

- Principles of negotiation
- Effective negotiation tactics and strategies

#### Session 4 : Receiving & Applying Feedbacks – For all

- Welcoming constructive input.
- Wanting to improve and understand better.
- Making actual changes based on feedback.

#### Session 5: Positive Attitude & Enthusiasm – For all

- Willing to try, learn, and explore.
- Offering help or suggesting ideas.
- Bouncing back from feedback or setbacks.

#### **Session 6: Conflict Resolution** – For all

- Understanding different conflict styles
- Conflict resolution strategies
- Mediation and negotiation in conflict resolution
- Role-playing exercises for conflict resolution scenarios

#### **Session 7: Confidence Building** – For all

- Techniques for building confidence and self-esteem
- Overcoming imposter syndrome and self-doubt
- Public speaking and presentation skills

#### **Session 8: Time Management and Productivity** – For all

- Time management techniques for leaders
- Setting priorities and managing workload
- Delegation strategies for effective time management
- Stress management and work-life balance

#### **Session 9: Creativity and Innovation** – For all

- Fostering creativity in the workplace
- Techniques for generating innovative ideas
- Encouraging a culture of innovation and experimentation
- Problem-solving exercises and brainstorming sessions

#### **Session 10: Decision Making** – For all

- Decision-making models and frameworks
- Analytical thinking and critical reasoning
- Risk assessment and mitigation strategies
- Group decision-making exercises

#### **Session 11: Change Management** – For all

- Understanding the psychology of change
- Managing resistance to change
- Leading teams through organizational change
- Change management simulation exercises

#### **Session 12: Core Values and Ethical Leadership** – For all

- Identifying personal and organizational core values
- Ethical decision-making frameworks
- Leading with integrity and accountability
- Case studies on ethical dilemmas in leadership

#### **Session 13: Strategic Thinking & Problem-Solving** – For all

- The importance of strategic thinking.
- Problem-solving models and approaches.
- Thinking ahead: Proactive vs. reactive leadership
- Decision-making under uncertainty

**Session 14: Team Collaboration & Workplace Culture** – For all

- Encouraging teamwork and collaboration
- Understanding workplace dynamics and culture
- Building a high-performance team
- Conflict management in diverse teams

**Session 15: Leadership Development** – For all

- True Measurement of a Leader
- Sequence of Leadership Development

**Session 16: Business Development Strategies** – For AP, P

- Core Business Development Strategies
- Market Penetration
- Market Development

**Session 17: Sales Techniques and CRM** – For AP, P

- Sales principles and strategies
- Building customer relationships
- Customer needs analysis and solution selling
- Role-playing exercises for sales scenarios

**Session 18: Wrap-up and Feedback** – For all

- Summary of key takeaways from the training
- Participant feedback and evaluation
- Action planning for continued development