

# Management Training – Soft Skills

**Duration: 16 hours**

**Course Overview:** The course focuses on strengthening communication strategies, improving one's ability to receive and act upon feedback, and handling constructive criticism with resilience and professionalism. Through interactive sessions, role plays, real-world case studies, and self-assessment exercises, participants will enhance their capacity to build trust, adapt their communication styles, and transform feedback into growth opportunities.

**Target Audience:**

This training is designed for professionals in managerial or supervisory roles who aim to enhance their interpersonal effectiveness, foster team trust, and build a strong feedback culture.

**Training Methodology:**

**Participant Involvement:** We will introduce regular opportunities for participant involvement, including discussions, feedback sessions, and reflection exercises, to ensure that the training remains interactive and relevant to their needs.

## Module 1: Foundations of Soft Skills for Managers

- Understanding Soft Skills in the Managerial Role
- The Link Between Emotional Intelligence and Effective Leadership
- Self-awareness and Self-regulation

## Module 2: Relationship-Building through Communication

- Essentials of Professional Communication
- Building Trust with Teams and Peers
- Verbal and Non-Verbal Communication Cues
- Active Listening and Empathetic Responses
- Communication Styles and Adapting to Others

## Module 3: Giving and Receiving Feedback Positively

- Importance of Feedback in Professional Growth
- Common Managerial Pitfalls in Giving Feedback
- How to Receive Feedback Without Defensiveness
- Turning Feedback into Development Action
- Encouraging a Feedback-Rich Culture

#### Module 4: Handling Constructive Criticism Gracefully

- What Is Constructive Criticism?
- Understanding the Intention Behind Criticism
- Managing Emotional Triggers and Internal Reactions
- Techniques to Respond Positively and Professionally
- Building Resilience Through Reframing

#### Module 5: Strengthening Self-Ability to Process and Act on Feedback

- Reflective Thinking and Self-Assessment Tools
- Creating an Action Plan from Received Feedback
- Identifying Learning Areas and Skill Gaps
- Growth Mindset vs. Fixed Mindset in Action