

SOFT SKILLS TRAINING FOR TEAM LEADS

Duration: 16 hours

Course Overview: This interactive training equips team leads with essential soft skills to build trust, foster collaboration, handle feedback and conflict effectively, and inspire teams through emotionally intelligent leadership and communication.

Target Audience:

This training is designed for professionals in supervisory roles who aim to enhance their interpersonal effectiveness, foster team trust, and lead effectively.

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: Introduction to Soft Skills for Team Leads

- Importance of soft skills in leadership
- Role of team leads in setting culture and communication tone
- Expectations from modern team leads

Module 2: Effective Communication Skills for Team Leads

- Verbal vs Non-verbal communication
- Listening with intent: Techniques and pitfalls
- Using assertiveness to manage teams without being aggressive

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

Module 4: Handling Conflicts at Workplace

- Understanding different conflict styles

- Conflict resolution strategies
- Identifying sources of team conflict
- Conflict resolution styles: Avoider, Competer, Collaborator, etc.

Module 5: Team Collaboration & Workplace Culture

- Encouraging teamwork and collaboration
- Understanding workplace dynamics and culture
- Building a high-performance team

Module 6 : Emotional Intelligence in Leadership

- Understanding self-awareness, self-regulation, motivation, empathy, and social skills
- EQ vs IQ: What matters more for team performance
- Emotional triggers and stress management techniques

Module 7 : Creativity and Innovation

- Fostering creativity in the workplace
- Encouraging a culture of innovation and experimentation

Module 8 : Decision Making & Problem Solving as a Team Lead

- Inclusive problem-solving in teams
- Avoiding decision fatigue and over-analysis

Module 9 : Navigating through Changes

- Understanding the psychology of change
- Managing resistance to change