

KOENIG SOLUTIONS • COURSE OUTLINE

Soft Skills: Communication, Negotiation & EI

Learn to communicate, negotiate and lead with emotional intelligence, building confidence, resolving conflict and driving innovation.

32 Hours

DURATION

12

MODULES

48

TOPICS

COURSE OVERVIEW

To equip management graduates with essential skills and knowledge to excel in leadership roles, enhance communication, negotiation, and other soft skills, build confidence, and foster creativity and innovation in the workplace.

WHO THIS COURSE IS FOR

Management Graduates aspiring for leadership roles or seeking to enhance their professional skills in communication, negotiation, soft skills, confidence-building, and innovation

LEARNING OBJECTIVES

- Apply verbal, non-verbal and assertive communication techniques
- Build rapport and trust across cross-cultural relationships
- Plan and execute win-win negotiation strategies
- Resolve conflict using mediation and negotiation approaches
- Assess self-awareness, empathy and relationship management skills
- Develop leadership presence and public speaking confidence
- Evaluate decision-making models and change management approaches
- Apply creativity techniques and ethical leadership frameworks

TRAINING APPROACH

Interactive workshops, role-playing exercises, case studies, group discussions, presentations, team-building activities, and confidence-building exercises.

12 Modules, 48 Topics

01

Effective Communication Skills

TOPICS

- Verbal and non-verbal communication techniques
- Active listening and empathetic communication
- Overcoming communication barriers
- Assertive communication strategies

02

Building Rapport and Relationships

TOPICS

- Techniques for building trust and rapport
- Establishing authentic connections
- Networking skills and relationship-building strategies
- Cross-cultural communication and rapport-building

03

Negotiation Skills

TOPICS

Principles of negotiation · Preparation and planning for negotiations · Effective negotiation tactics and strategies · Win-win negotiation techniques

04

Conflict Resolution

TOPICS

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

05

Emotional Intelligence

TOPICS

Understanding emotional intelligence · Self-awareness and self-regulation · Empathy and social awareness · Relationship management skills

06

Leadership Presence and Confidence Building

TOPICS

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

07

Time Management and Productivity

TOPICS

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

08

Creativity and Innovation

TOPICS

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

09

Decision Making

TOPICS

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

10

Change Management

TOPICS

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

11

Core Values and Ethical Leadership

TOPICS

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

12

Sales Techniques and Customer Relationship Management

TOPICS

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

NOTES

- This comprehensive training plan covers a wide range of topics essential for leadership success, including communication, negotiation, emotional intelligence, time management, creativity, ethical leadership, and sales techniques. Additionally, confidence-building exercises are integrated throughout the program to help participants develop the self-assurance needed to excel in their roles.

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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