

KOENIG SOLUTIONS • COURSE OUTLINE

Soft Skills: Communication, EQ & Presentation (Leadership and Teamwork)

Learn to strengthen teamwork, leadership, communication, emotional intelligence and presentation skills for the workplace.

8 Hours

DURATION

10

MODULES

40

TOPICS

COURSE OVERVIEW

This course covers the foundations of soft skills and their impact on career development, followed by teamwork, leadership styles and corporate communication practices. It then addresses emotional intelligence, conflict resolution and public speaking, before moving into professional etiquette, skills for emerging managers, and collaboration, including cross-functional and virtual teamwork.

WHO THIS COURSE IS FOR

Team Members

Emerging Managers

Team Leaders

Corporate Communicators

Project Collaborators

LEARNING OBJECTIVES

- Identify personal soft skill strengths and areas for improvement
- Apply techniques for building trust and collaboration in teams
- Compare leadership styles and their practical application
- Explain differences between leadership and management
- Describe approaches to written and verbal business communication
- Apply strategies for managing emotions and building empathy
- Analyse sources of workplace conflict and resolution styles
- Develop structured, impactful presentations to overcome speaking anxiety

10 Modules, 40 Topics

01

Introduction to Soft Skills

TOPICS

- Understanding the Importance of Soft Skills
- How Soft Skills Impact Your Career
- Common Soft Skills and Their Relevance
- **Self-Assessment:** Identifying Your Soft Skill Strengths and Areas for Improvement

02

Teamwork

TOPICS

The Art of Effective Teamwork · Building Trust and Collaboration · Communication Within Teams · Team Exercises and Case Studies

03

Leadership

TOPICS

Leadership vs. Management · Qualities of Effective Leaders · Leadership Styles and Their Application · Developing Your Leadership Skills

04

Corporate Communication

TOPICS

- Effective Business Communication
- **Written Communication:** Emails, Reports, and Documents
- **Verbal Communication:** Meetings, Negotiations, and Presentations
- Cross-Cultural Communication

05

Emotional Intelligence

TOPICS

Understanding Emotional Intelligence (EQ) · Developing Self-Awareness · Managing Emotions and Building Empathy · Enhancing Interpersonal Relationships

06

Conflict Resolution

TOPICS

Types and Sources of Workplace Conflict · Conflict Resolution Styles · Strategies for Effective Conflict Resolution · Role-Play and Real-Life Scenarios

07

Presentation and Public Speaking Skills

TOPICS

Preparing for Effective Presentations · Structuring Your Presentation · Overcoming Public Speaking Anxiety · Delivering Impactful Presentations

08

Professional Etiquettes

TOPICS

Business Etiquette Essentials · Professional Dress and Appearance · Office Etiquette and Workplace Decorum · Networking and Social Etiquette

09

Soft Skills for Emerging Managers

TOPICS

Transitioning to a Leadership Role · Leading and Motivating Teams · Decision-Making and Problem Solving · Effective Time Management for Managers

10

Collaboration

TOPICS

- Building Cross-Functional Collaboration
- Effective Virtual Collaboration
- Encouraging Innovation Through Collaboration
- Case Studies on Successful Collaborative Projects

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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