

KOENIG SOLUTIONS • COURSE OUTLINE

Soft Skills: Communication, Negotiation & Leadership

Learn to communicate, negotiate, resolve conflict and lead with confidence, creativity and sound decision-making.

24 Hours

DURATION

17

MODULES

57

TOPICS

COURSE OVERVIEW

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.

WHO THIS COURSE IS FOR

Target Audience:

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

LEARNING OBJECTIVES

- Apply verbal and non-verbal communication techniques
- Identify strategies for building trust and rapport
- Apply effective negotiation tactics and strategies
- Explain how to receive and act on feedback
- Compare different conflict styles and resolution strategies
- Apply techniques for building confidence and self-esteem
- Plan workload using time management and delegation strategies
- Evaluate decision-making models under uncertainty and risk

TRAINING APPROACH

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

17 Modules, 57 Topics

01

Effective Communication Skills

TOPICS

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

02

Building Rapport and Relationships

TOPICS

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

03

Negotiation Skills

TOPICS

Principles of negotiation · Effective negotiation tactics and strategies

04

Receiving & Applying Feedbacks

TOPICS

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

05

Positive Attitude & Enthusiasm

TOPICS

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

06

Conflict Resolution

TOPICS

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

07

Confidence Building

TOPICS

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

08

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

09

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

10

Decision Making

TOPICS

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

11

Change Management

TOPICS

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

12

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

13

Strategic Thinking & Problem-Solving

TOPICS

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

14

Team Collaboration & Workplace Culture

TOPICS

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

15

Leadership Development

TOPICS

True Measurement of a Leader · Sequence of Leadership Development

16

Business Development Strategies

TOPICS

Core Business Development Strategies · Market Penetration · Market Development

17

Sales Techniques and CRM

TOPICS

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

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](#)

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