

101 Corporate Soft Skills: Reason for Not Promoted

I complete all the tasks given. Why is my colleague the person who got promoted, not me? What are the skills I shall equip myself to climb up the corporate ladder?

Introduction

Everyone talks about soft skills development in the organisation. So, what about soft skills? Soft skills are personal attributes that influence how well you can work or interact with others. These skills make it easier to form relationships with people, create trust and dependability, and lead teams. In essence, they are essential for your success in the workplace, your company's success and your personal life. Most interactions with other people require some level of soft skills. For example, at a company, you might be negotiating to win a new contract, presenting your new idea to colleagues, networking for a new job, and so on. We use soft skills every day at work, and developing these soft skills will help you win more business and accelerate your career progression. Are you ready to transform yourselves to create a personal brand in a professional set-up?

Program Objectives

This program aims to:

- Share the secret for you to climb up the corporate ladder
- Equip participants with skills that are needed in the corporate world.

Learning Outcomes

After completing this program, the participants should be able to:

- Boost the business communication skills, including time management, leadership, negotiation skills, customer relationship, business and social etiquette
- Enhance personal development skills such as emotional intelligence and stress management.

Methodology

Gamification, case study, interview, case simulation, quiz, group discussion, lecture, videos.

Who Should Attend

Anyone from non-executives to executives who want to have extraordinary performance in the organisation.

Program Outline

Day One	
Time	Topics
9:00am – 10:30am	<p>Core Skills in Corporate: Emotional Intelligence</p> <p>The participants should understand the terminology such as emotional intelligence, emotional quotient, emotional intelligence, emotional enlightenment and business. Then, the participants would apply the following skills: emotional literacy, handling miscommunication, the validation method. Next, the participants would understand the importance of emotions, human emotional needs, levels of emotional awareness. Then, the practical session to teach participants on managing negative emotions, expressing negative feelings and conflict resolution.</p>
10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p>The first Corporate Skills: Business Communication Skills</p> <p>This module aims to train participants to have effective communication skills that include verbal communication, good questioning, non-verbal communication, some common gestures and their meanings, listening skills, written communication skills, meeting communication skills, presentation skills, and telephone communication skills.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p>Corporate Skills Booster: Time Management</p> <p>The participants start to identify and eliminate time wasters. Then, they would learn the strategies for managing time. Finally, the participants would learn through a case study to generate tips for time-tested time management, decision making, making commitments and meeting deadlines.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p>Skills All Must Have: Leadership and Team Building</p> <p>The participants should be able to understand leadership and management, leadership qualities and leadership behaviour. Participants would undergo simulation exercises to apply the team organisation and characteristics, team motivation, empowering people. Finally, the participants would learn through a practical session to build effective team building and conflict management.</p>
Day Two	
Time	Topics
9:00am – 10:30am	<p>Skills for Winning Heart: Negotiation Skills</p> <p>This module focuses on negotiation skills. First, the participants would</p>

	have role-played sessions to learn the secrets of negotiations and resolving conflicts. Then, the participants would have a practical session to conduct the bargaining process. At the end of the module, the participants should be able to deal with difficult people effectively.
10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p>Customer Relationship Management</p> <p>The module enables the participants to have skills and knowledge on customer relationship management to achieve a better and stronger relationship with customers. The participants would run strategies to achieve customer delight. In addition, participants would learn a method to deal with demanding customers through role-playing in this module.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p>Business and Social Etiquette</p> <p>The participants would learn etiquette in different settings such as workplace, travel, formal dressing, dining, being a good guest and being a good office host and etiquette of gift-giving in this module. The participants would learn those topics through demo and discussion.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p>Stress Management</p> <p>In this practical session, the participants would learn the various stress management methods such as breathing method, muscle relaxation method, visualisation, and mind stopping. Besides, the participants would know how to use the tools in managing stress.</p>