


This document certifies that  
**Sakshi Dua**

has completed the following topics and all other requirements including  
assignments/assessment/consultations/projects for the Professional Program  
in Soft Skills Training.

- Art and Science of Creating a First Impression
- Vocal and Verbal Communication
- Body Language
- General, Business and Dining Etiquette
- Leadership Skills
- Effective Team Management & Motivational Skills
- Goal Setting
- Negotiation Skills
- Emotional Intelligence and Empathy
- Stress Management and Time Management
- Defining Customer Care: Exceeding the expectations
- Selling Skills
- Interview Preparations, Group Discussions and SWOT analysis
- Managing conflicts
- Inter Personal Skills
- Transactional Analysis
- Public Speaking and Presentation Skills
- Training and Delivery Skills
- Writing Content, Objectives and Outcomes
- Training Need Analysis-How to Conduct TNAs & Designing Training Proposals
- Concepts of Goal Setting, Time Management, Delegation and Team Work in Training

28<sup>th</sup> September, 2023

DATE



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