

**Soft Skill Workshop**

" While you can think in terms of efficiency in dealing with time ,a principle -centered person thinks in terms of effectiveness in dealing with people ”.

– Stephen R Covey



Soft Skill Workshop

Duration: 2 Days

No of Participants: 25-30 Pax

Timing: 9:30 A.M- 5:30 P.M

Target Audience

* Individual Contributors
* Supervisors
* Team Managers
* Employees of any department

Workshop Objectives

* Understanding Soft Skills
* Building an attitude of Ownership & Accountability
* Impactful Communication
* Building Fool Proof Communication
* Goal Setting
* Being a Team Player- Interpersonal Skills
* Managing time & Prioritisation
* Managing Stakeholders
* First Impression is the last Impression- Grooming, Etiquette & Body Language
* Email Etiquette

Workshop Outline

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| **Day 1** | | |
| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30 – 10:15 AM | **What’s In It for Me**   * Workshop Intro & Agenda * Ground Rules * Icebreaker * Facilitator Intro * Participant Intro & Expectations |
| 2 | 10:15 -10:30 AM | **Pre-Training Assessment** |
| 3 | 10:30 -11:15 AM | **Understanding Soft Skills**   * What are soft skills * Benefits of Soft Skills (Self + Organisation) * Building Personal Excellence (ASK)- Attitude, Skills, Knowledge) * Components of Soft Skills |
| 4 | 11:15- 11:30 AM | **First Tea Break** |
| 5 | 11:30- 12:15 PM | **Building an attitude of Ownership & Accountability**  • Understanding Ownership • Developing a Proactive approach-Circle of Control • Building a solution Centric • Avoid Blame Game- Walking the Extra Mile |
| 6 | 12:15 -1:15 PM | **Impactful Communication**   * Types of Communication (Assertive, Aggressive & Passive) * Pros & Cons of each Type * Developing assertive style of communication * Building Empathetic communication |
| 7 | 1:15 - 2:00 PM | **Lunch Break** |
| 8 | 2:00 - 2:15 PM | **Energiser** |
| 9 | 2:15 - 3:00 PM | **Building Fool Proof Communication**  • LADR Model of Communication • Listening Actively • Asking Questions (Open Vs Close ended) • Reconfirm |
| 10 | 3:00 – 3: 45 PM | **Goal Setting**   * Benefits of Setting Goals * Goal setting Mistakes * Goal Setting exercise * Making your Goals SMART (Specific, Measurable, Achievable, Realistic and Time Bound |
| 11 | 3:45 - 4:00 PM | **Second Tea Break** |
| 12 | 4:00- 4:45 PM | **Being a Team Player- Interpersonal Effectiveness**   * Understanding Interpersonal Effectiveness * Importance of the same- Individual & Organisation * Interpersonal Communication- Some Misconceptions * Ways to enhance Interpersonal skills |
| 13 | 4:45 - 5:00 PM | **Recap of Day 1** |
| 14 | 5:00 -5:30 PM | **Closing** • Q& A • Closing Video  • Homework for day 2 (Optional) |
| **Day 2** | | |
| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:00 AM | **What’s In It for Me •** Recap of Day 1-Activity • Agenda |
| 2 | 10:00- 11:00 AM | **Managing Stakeholders**   * Identifying the stakeholders * The Stakeholder Matrix * Plotting your stakeholder in Matrix * Develop strategies for different stakeholders |
| 3 | 11:00 -11:15 AM | **First Tea Break** |
| 4 | 11:30 - 12:30 PM | **Managing time & Prioritisation**   * Time Management Facts * Task Prioritisation- Urgent & Important * Urgent Important matrix * Planning your day on Urgent Important Matrix |
| 5 | 12:30 - 1:15 PM | **First Impression is the last Impression- Power Dressing** • Formal Dressing Males & Females • Casual Dressing • Accessories for Males & Females • Belts & Footwear • Some commonly observed rules |
| 6 | 1:15 - 2:00 PM | **Lunch Break** |
| 7 | 2:00 - 2:15 PM | **Energiser** |
| 8 | 2:00 - 3:00 PM | **First Impression is the last Impression- Part 2 Body Language** • Introduction • Greetings  • Handshake • Business Card Etiquette • Eye Contact • Personal Space |
| 9 | 3:00- 4:00 PM | **Email Etiquette •** Email Addressing • Subject Line • Salutation • Email Body, Signature & Attachment • Best Practices |
| 10 | 4:00- 4:15 PM | **Second Tea Break** |
| 11 | 4:15- 4:30 PM | **Recap of Day 1 & Day 2** |
| 12 | 4:30 - 4:45 PM | **Post Training Assessment** |
| 13 | 4:45 -5:30 PM | **Closing •** Feedback forms • Q& A (If any) • Closing Video (If any) • Group Photo |