

**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
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| 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 |