Soft Skills Training Programme

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About our training courses

In a recent Survey that was taken by more than 2,300 professionals worldwide, 73% of participants thought training was the number one way to increase workplace retention.
Here are some other interesting statistics:

• 60-80% of all difficulties in an organization stem from strained relationships among employees.
• The typical manager spends 25-40% of his/her day dealing with workplace conflict.
• 85% of dismissals in the US are due to some kind of "conflict".
• A study of 500 organizations worldwide indicated that people who score highest on EQ measures rise to the top of corporations. Among other things, these "star employees" possess more interpersonal skills and confidence than "regular employees."
• A study of 1,171 U.S. Air Force recruiters showed that the best performing recruiters were those who scored high on assertiveness, empathy, interpersonal relations, problem solving, and optimism.

From this data, we can conclude that "soft skills" are needed in our workforce as much, if not more than, technical skills. However, most people do not have the "soft skills" required to handle the challenges they face on the job.

Look at these recent numbers of companies that took a strategic (longterm) approach to training and development:

– 40% lower turnover
– 2x the revenue per employee
– 38% higher engagement
– Every €1 invested in employees yielded €10 in profit

If you want a superior workforce, a higher employee retention rate, higher levels of engagement, and an increase in productivity, the roadmap to get there is through quality training.

According to a recent report from The Conference Board's Global Leadership Forecast, the challenges CEOs see as most critical in the near future are human capital, customer relationships, innovation, and operational excellence. However, when asked if they feel prepared for these challenges, 55% indicated that they did not feel prepared.

Contents

Effective Leadership Communication:
This program presents the principles and practices of excellent communication skills within any group. Points discussed include communication, how we communicate, and why communication is important. Participants will discuss barriers to communication and concentrate on the benefits of good communication.

Business Ethics:
It is designed to help reinforce the standards of ethical behavior in the work place. We evaluate choices and options that are available and the expected professional behaviors and responsibilities common to most work environments.

Business Writing:
This program teaches practical skills that can be utilized to produce quality business communications (letters, memos, and e-mail messages) and enhance participants professional image. Topics included are basic grammar and punctuation as well as editing and proofreading.

Coaching & Motivation:
This course presents the learner with theory and skills regarding motivators in individuals. It explores the various motivators that employees respond to and identifies barriers that need to be addressed in order to maintain focus on improvements within an organization. The course continues with coaching skills and techniques necessary to foster the motivation of others toward success.

Critical Thinking:
This program takes a fundamental look at what thinking is. We also discuss obstacles and interferences that impact our ability to think effectively, especially in the work environment. This highly interactive workshop enables participants to evaluate their own thinking styles and gives participants key strategies to enable them to think more effectively.

Customer Service:
This training program will help inspire your team and act as a guide as you and your associates commit to raising the level of service offered to your customers. This course will engage you and your team to connect with people and make a difference with the people who buy your service or product.

Emotional Intelligence:
This course examines Emotional Intelligence and its importance to Leadership. Participants will outline and explore the nature of Emotional Intelligence and the value of learning to identify individual strengths and weaknesses. During this workshop, participants will examine their own levels of Emotional Intelligence and develop strategies to improve their Emotional Intelligence.

Employee Engagement:
This workshop is designed to increase understanding of engagement by helping participants understand what they can do to impact and drive engagement in their organizations. Learning activities help participants internalize concepts while allowing time to discuss and debate ideas in small groups. Participants come away with practical ideas to use with their associates to boost engagement.

Giving & Receiving Feedback:
This course explores the effectiveness and importance of giving recognition and receiving feedback. It will touch upon the myths surrounding recognition and how feedback can be valuable. With active practice, this course will also guide others on how to receive feedback as well as give feedback upwards.

Leadership Skills:
This program is designed to develop and enhance the skills and knowledge leaders require to effectively lead a team or workgroup in a modern business environment. We begin by exploring the differences between managing and leading, and explore the characteristics of highly effective leaders.

Leading Organizational Change:
This workshop will provide participants with a better understanding of the nature of change and its impact on the work environment. During this session, participants will discuss the impact of workrelated changes; examine emotions and reactions to workplace changes and how people adapt to them; identify the phases of change; learn techniques to build confidence and lead change; and examine factors leaders can control and/or influence.

Responding to Organizational Change:
We all experience change. Yet change is a profoundly personal experience. This interactive program evaluates the nature of change and allows participants to examine the responses to change in a safe and fun environment. We also provide strategies to help people deal with work related changes.

Managing Conflict Professionally:
This program defines the concept of conflict management and resolution. In recognizing the positive side of conflict, participants are encouraged to look at conflict as a valuable tool for change and growth. The information presents the various types of conflict that we see in our daily environments, and uses interactive activities to demonstrate individual responses to conflict and how these responses can be adjusted to meet the requirements of the situation at hand.

Fundamentals of Negotiation:
This course is designed to help associates and leaders understand the basics of negotiating with others. Through exercises and interaction, we explore the process of negotiation and evaluate the different methods that enable others to ease their own anxiety and fear over the idea of negotiating with others.

Transitioning from Peer to Leader:
This course defines the role of the leader and examines the communication styles of participants. We also examine and identify the differences between leaders and followers who may be peers. It will cover the principals of how to lead and manage former peers and demonstrate strategies to help the transition from peer to leader.

Performance Management:
This workshop focuses on using the strength of employees to build synergy and teamwork. Participants also explore options available to enhance employee learning and development techniques to ensure that they are meeting performance standards.

Presentation Skills/Public Speaking:
Effective presentation skills are needed to sell products, services, and ideas. Participants develop presentation skills and learn how to present ideas with conviction, control, and poise and without fear. We stress balancing verbal and non-verbal messages, use active practice techniques to explore nonverbal impact, and explore methods to reduce nervousness and to engage the attention of the listeners.

Professionalism:
Professionalism is about projecting an image of credibility. In this program, participants will learn what it means to call oneself a "professional". Through our own actions, we as professionals can greatly affect the outcomes we expect in our interactions with colleagues and customers. This program encourages positive behaviors that help the learner improve his/her presence in any business thus leading to improvements within the immediate team and throughout the core organization.

Executive Professionalism and Executive Presence:
This course takes a deeper look on what it means to be a professional, particularly in the leadership world. We begin with the assumption that individuals participating in this course understand the fundamentals of professionalism in the work environment. We discuss the pillars of professionalism and take a closer look at the meaning and impact of executive presence.

Psychology of Influence (Sales):
This program examines the psychological aspects of persuasion. In the new economy, everyone is in sales. Even if you do not have the word "sales" in your job title, you will still need to know how to influence the efforts and actions of others. In fact, if you are dealing with people you will need to be able to sell your ideas.

Strategic Planning and Goal Setting:
This program explains the necessity of having strategically aligned plans and programs in place within an organization in order to prepare for imminent future growth and change. The discussion will cover the importance of having a common set of core competencies, a common rating scale, and shared language as the foundation for developing strategies on behalf of individuals and the institution.

Time Management:
In our work environments, we do not always use time effectively. This course examines the methodologies, approaches, and distractions encountered in the effective use of time as a resource. We also explore techniques on how to manage time productively given the limitations of the human mind and the technology impact.

Stress Management:
Because it is impossible to avoid stress, this workshop focuses on how to deal with stress in both our personal lives and our working lives more effectively.

Team Building:
In this interactive program, the learner will be given instruction on the benefits of building functional teams. Participants discuss and assess teamwork and its principles to develop an appreciation for the skills and knowledge necessary to build successful work teams. We present specific action steps for team building to foster understanding and enthusiasm.

Dealing with Difficult Performance Issues:
This course will define the different types of performance issues and the causes behind them while teaching participants how to address difficult performance issues. NOTE: Prior to the program, we highly recommend that we meet with the Human Resources leadership team to explore the specific policies and procedures of the organization.

Establishing Performance Expectations:
This workshop explores the methodologies and approaches necessary to ensure that all team members understand performance expectations and have the tools available to meet them. This program focuses on the broadest range of employee groups to ensure that all members of the team have the opportunity to perform at the highest level possible.

Executive Coaching:
Quite often, as a result of our training programs, clients inquire about Coaching for Leaders. On a daily basis, few people experience the pressure and stress experienced by top leaders responsible for the financial success of a broad base of stakeholders.

In our experience, we have found that executives find it invaluable to have a neutral and unbiased external third party to provide guidance, feedback, and open dialogue about the challenges faced by their organization and its leaders.

Our executive coaching process involves regular, one-on-one meetings tailored to the individual and unique needs of the executive. As part of this process, we conduct a psychological assessment to determine the leader's pattern of personality strengths and weaknesses as they relate to the position, the work environment, and the organizational culture. We may also gather information from additional sources, such as a 360° Feedback Survey. From this information, we assist executives in determining optimal ways to leverage their assets and build on their developmental opportunities.

Registration

The registration fee will include course kit, lunch and snack. Please note that the participants will have to bear their own travel, boarding and lodging expenses. However, the organizer will be able to provide a list of hotels or guesthouses.

How to apply?

Interested participants may email their completed form at: training@us-africa-eu-businessgroup.com and submit the fee by electronic transfer or cash deposit at bank.