

# Essential Soft Skills for Corporate Success – Part 2

*Skills & expertise to help you increase your knowledge in the field of various essential soft skills*

**Course Highlights**  
The lack of Soft Skills among potential and existing employees is a significant problem for many businesses. Acquiring Soft Skills training for Business and Corporate Sector employees will pay immediate dividends by filling the appropriate industry gap and creating a dynamic leadership resources which is equally essential to successfully compete in this stressful journey of digital transformation and disrupted technology world.



**Soft Skills that Matters**  
Your work ethic, your attitude, your communication skills, your emotional intelligence and a whole host of other personal attributes are the soft skills that are crucial for career success.

The workshop shall discuss various techniques, methodologies including classroom discussion based activities and exercise quizzes.

For additional information and brochure download, please visit the following URL:  
[www.tlcpak.com/tn215.html](http://www.tlcpak.com/tn215.html)

**A workshop designed to develop leaders for tomorrow:**

Today, as companies increasingly need to become more dynamic, interconnected and flexible, thus soft skills are becoming critical. According to various global surveys and reports, senior executives are now considering the acquisition of soft skills as an essential components important to fostering employee retention, improving leadership capabilities and qualities, and building a meaningful culture under an stressful challenging environment.

Following are the units that we shall be covering in this one day face-to-face instructor led workshop that is specially designed to help resources today to improve these skills with a vision to develop dynamic leaders for tomorrow.

- Unit 1 – Conflict Management and Resolution
- Unit 2 – Teamwork
- Unit 3 – Fundamentals of Leadership

**About the Workshop Facilitator**

Workshop shall be imparted by an experienced passionate trainer with 25+ years of career experience conducting education and training services both locally and internationally. Our facilitator have worked for local and international technology leading organizations from technology hands-on to C-level positions. These organizations includes IBM, Fujitsu, ICL, Si3 where he served different portfolios like Advisory IT Specialist, Country Systems Product Manager, Enterprise Business Development Manager, Client Technical Architect, VP IT Infrastructure, Director Technology Delivery Services and COO.

This workshop is unique in a sense because it is going to be delivered by a professional managing 250 plus technology and business professionals at one time, interfaced with entry to enterprise business industry-wide customers, earned respect throughout of his career, successfully delivered large turned key projects under extreme tough and stressed

time lines, developed 500 plus professionals who are currently working in different top 10 computer vendor organizations and in various local and international business sector organizations.

Apart from various industry professional certifications, he is one of the few Pakistani who has co-authored and contributed in 10 IBM Redbooks and developed 12 courseware professional guides on Storage, Digital Transformation technologies, Soft Skills, Enterprise Architecture, and Cybersecurity.

**Target Audience**

- Employees in the workplace including end-user customers across all Line of Businesses, Pre and Post Sales Specialists, IT Professionals, Technology and Systems Architects, Sales and Marketing Specialists, Teachers, Young Leaders and Managers.
- Individuals who could benefit from attitude shifts or improved responsible behavior, communication skills, and strategies for problem solving.

Various studies clearly indicate something besides formal education is missing from our workforce development programs. In a nut shell, these studies clearly indicates Soft Skills is that missing component.

**Unit 1: Conflict Management and Resolution**

- Describing issues and conflicts.
- Differentiating between reality and assumptions.
- How conflicts triggers.
- The effect of conflict on organization performance.
- Functional and dysfunctional conflict.
- Understanding the types of conflict.
- Sources of conflicts.
- Conflict – Some of the root causes.
- Understanding conflict management.
- Five conflict management strategies.

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## The Importance of Soft Skills in the Workplace.

We have all heard of soft skills versus hard skills. Some may still focus all their attention on gaining the hard skills, and found neglecting soft skills in most of the cases.

Soft skills are positive personal attributes that can enhance an individual's performance both on the job and in life, as opposed to hard skills, which are the skills required to perform the occupational requirements of a position.



## Soft Skills that Matters

What the HR manager doing is testing your soft skills, and this is an aspect of job search and career advancement that we should all strive to fine-tune.

The workshop shall discuss various techniques, methodologies including classroom discussion based activities and exercise quizzes followed by video demonstrations.

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- Understanding conflict resolution.
- The five steps to conflict resolution.
- Considering Executive Interview to resolve conflicts.

## Unit 2: Teamwork

- What is TEAM acronym for and a simple definition.
- Factors that develop synergy among the Team.
- Integral components for building a successful Team.
- What is Teamwork and effective Teamwork guidelines.
- Top 11 benefits of Teamwork in Workplace.
- Groups' and Teams' Contributions to Organizational Effectiveness.
- Groups and Teams as Motivators.
- The types of Groups and Teams in an Organization.
- Keys to effective Self-Managed teams.
- Advantages of small and large groups.
- Five common Teamwork challenges every Team encounter.
- How to solve team problems?
- Teamwork— Promoting Group Problem Solving.
- How Political is your Workplace?
- How to Neutralize Negative Politics at workplace.
- Practicing Good Politics at Workplace.
- Nine Strategies for successfully playing office Politics.
- Things that you need to avoid towards team building.

## Unit 3: Fundamentals of Leadership

- How to inspire?
- What is Leadership?
- Leadership – Effective Characteristics .
- Difference between Leadership and Management.

- Difference between Managers and Leaders.
- What are the Traits a Manager and a Leader possesses?
- Key characteristics of Managers and Leaders.
- Types of Leadership Styles.
- 8 things the Leaders do to Motivate their Employees.
- The 4 most effective ways Leaders Solve Problems.
- You are NOT READY to be a leader if.
- The top Two Leadership Challenges..
- Five factors for setting up a Leadership Strategy.
- The Three Tests.
- Classifications – Traditional and Digital Leaders.
- Tips to be a goof Leader.
- Leadership Characteristics and Excellence.
- Sharpen your Critical Thinking Skills with these 14 Leadership Practices.



## Detail Information

Course Code	: TN217
Course Duration	: 1 Day - Face- to-Face Workshop
Course Location	: TLC and Customer On-site.
T&C	:100% payment in advance.
Course Deliverable:	Comprehensive Student Guide and Workshop Certificate.

For additional information, please write to us at:  
[info@tlcpak.com](mailto:info@tlcpak.com)

*Opportunities are made,  
not found*