

Soft Skills Development Program

- agenda -

Program 1

31st of October 2014

- 14:00 – 15:30 Welcome & Opening, Program Introduction (Dev. Inst. Overview)
Communication Process - Perceptions and Barriers,
Types of Communication Process,
Positive Attitude & Assertiveness in Different Levels of Communication Process
- 15:30 – 16:00 Coffee – break
- 16:00 – 17:30 Persuasion & Acceptance Process
Building up Credibility,
Developing Interpersonal Relationships,
Probing & Listening,
The Art of Asking Pertinent Questions & Active Listening
- 17:30 – 18:00 Program Evaluation, Feedback, Wrap-up

Program 2

7th of November 2014

- 14:00 – 15:30 Behavioural Skills (HBDI) & Professional Relationships,
Motivational Theories (Maslow, Hertzberg, Vroom),
Benefit Talking (FAB),
Handling Objections,
Customising the Message and Closing (Achieving Objectives)
- 15:30 – 16:00 Coffee - break
- 16:00 – 17:30 Conflict Management and Negotiation Skills - General Overview:
Techniques, Characteristics & Methods,
Sources of Power,
Strategies & Tactics,
Dirty Tricks and Mistakes in Negotiation Process
- 17:30 – 18:00 Program Evaluation, Feedback, Wrap-up

Program 3

14th of November 2014

- 14:00 – 15:30 Personal Branding - Understanding Yourself,
Enhancing your Confidence,
Visibility and Presence,
Setting Objectives,
Developing an Action Plan,
Reaching your Goals
- 15:30 – 16:00 Coffee - break
- 16:00 – 17:30 Managing an Interview & the Will to Win;
Target Selection Overview,
Dimensions, Data & STARS,
Interview Techniques,
The Habit of Thinking and Action,
Emotions and Focus Shifting,
Choosing Response & Achieving Success
- 17:30 – 18:00 Program Evaluation, Feedback, Wrap-up