



Advanced Soft Skills for Effective Leadership

2 – 6 May 2027
Amman (Jordan)



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Introduction:

The Advanced Soft Skills for Effective Leadership course empowers professionals to lead with confidence, emotional intelligence, and strategic communication. It focuses on developing interpersonal effectiveness, critical thinking, and adaptability in complex work environments. Participants will refine their ability to motivate teams, manage conflict, and build trust-based relationships.

The Advanced Soft Skills for Effective Leadership program integrates leadership psychology, influence techniques, and empathy-driven communication. Through practical exercises, learners will strengthen their executive presence and resilience. This training bridges the gap between technical expertise and impactful leadership performance.

Targeted Groups:

This Advanced Soft Skills for Effective Leadership training targets professionals seeking specialized knowledge and skills:

- Mid to senior managers leading diverse teams.
- Project leaders and department heads.
- Supervisors transitioning to higher leadership roles.
- HR professionals focus on talent and engagement.
- Executives aiming to improve emotional intelligence.
- Professionals seeking personal growth and influence mastery.

Course Objectives:

Participants will achieve the following objectives by completing the Advanced Soft Skills for Effective Leadership course:

- Strengthen emotional intelligence for improved decision-making.
- Master persuasive communication and active listening.
- Apply problem-solving and creative thinking in leadership.
- Foster collaboration and trust in dynamic work settings.
- Manage stress, conflict, and resistance effectively.
- Build adaptability and resilience in changing environments.
- Enhance leadership influence and executive presence.
- Develop empathy-based motivation strategies for teams.

Targeted Competencies:

Participants will gain the following competencies during the Advanced Soft Skills for Effective Leadership program:

- Emotional awareness and empathy.
- Strategic communication and active listening.
- Team motivation and engagement.
- Adaptability and resilience under pressure.
- Problem-solving and analytical thinking.
- Conflict management and negotiation.
- Confidence and personal impact.
- Professional interpersonal effectiveness.

Studying Scenarios:

In this Advanced Soft Skills for Effective Leadership training, participants will develop their skills through the analysis of the following scenarios:

- Managing a diverse team during organizational change.
- Resolving workplace conflicts with empathy and authority.
- Leading remote teams through communication challenges.
- Coaching team members toward performance improvement.
- Handling high-pressure decision-making situations.
- Influencing stakeholders during strategic negotiations.

Course Content:

Unit 1: Emotional Intelligence and Self-Awareness:

- Understand emotional intelligence as a leadership tool.
- Identify personal triggers and manage emotional responses.
- Develop self-regulation techniques for professional balance.
- Apply empathy to enhance workplace relationships.
- Recognize and manage emotions in team settings.
- Build trust through authentic communication.

Unit 2: Advanced Communication and Interpersonal Skills:

- Practice active listening and feedback strategies.
- Adapt communication styles to diverse audiences.
- Develop assertiveness and clarity in expression.
- Use non-verbal communication to strengthen impact.
- Handle difficult conversations with diplomacy.
- Build rapport through authenticity and empathy.
- Communicate complex ideas with influence and precision.

Unit 3: Leadership Influence and Motivation:

- Understand the psychology of influence in leadership.
- Apply motivational techniques tailored to individuals.
- Build credibility and trust as a leader.
- Use storytelling to inspire and engage teams.
- Foster a positive, inclusive work culture.
- Encourage accountability and ownership.
- Align personal values with organizational goals.

Unit 4: Conflict Resolution and Decision-Making:

- Identify root causes of workplace conflict.
- Apply structured conflict-resolution models.
- Balance empathy with assertive leadership.
- Manage resistance and foster constructive dialogue.
- Strengthen decision-making with emotional intelligence.
- Use negotiation strategies for win-win outcomes.
- Maintain team harmony under pressure.

Unit 5: Adaptability, Resilience, and Growth Mindset:

- Recognize the importance of resilience in leadership.
- Develop techniques for managing stress and change.
- Cultivate a proactive and adaptive mindset.
- Encourage innovation and continuous learning.
- Reinforce mental flexibility in complex situations.
- Apply resilience frameworks to organizational challenges.
- Lead teams through uncertainty with confidence.

Final Insights & Key Takeaways:

This course strengthens leaders' emotional intelligence, influence, and adaptability to drive team success. Participants will emerge as empathetic, resilient, and persuasive leaders ready to navigate modern workplace challenges.