MERCURY

Advanced Soft Skills Training

18 – 22 October 2027
Johannesburg (South Africa)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

MERCURY

Advanced Soft Skills Training

Ref: 15219_1062532 **Date:** 18 – 22 October 2027 **Location:** Johannesburg (South Africa) **Fees:** 5300 Euro

Introduction:

In today's competitive and rapidly evolving professional landscape, the importance of soft skills cannot be overstated. Advanced soft skills training is designed to equip professionals with the necessary tools to excel in their careers and foster a positive work environment. Soft skills like communication, teamwork, problem-solving, and leadership are essential for effective interpersonal interactions and professional success.

This advanced soft skills training course aims to understand why soft skills are important comprehensively. It focuses on their application in various professional contexts, including leadership soft skills, soft skills in the workplace, and soft skills for managers. Professional soft skills are critical for all managers, supervisors, and employees. Communicating effectively, resolving conflicts, and confidently leading teams can significantly impact organizational success.

Through advanced soft skills training, participants will learn the importance of soft skills and how to develop them. The training will cover a range of topics, from the purpose of soft skills training to its benefits, ensuring that participants gain a thorough understanding of what soft skills training is and its relevance in the modern workplace.

Importance of Advanced Soft Skills Training:

Employee soft skills training is an investment in any organization's future. This advanced soft skills training course will help participants understand these skills' critical role in professional development by defining them and exploring their various facets.

Soft skills certification and professional soft skills training can set individuals apart in their careers and give them a competitive edge. Whether you are a manager looking to enhance your leadership soft skills or an employee seeking to improve your interpersonal abilities, this advanced soft skills training course will offer valuable insights and practical strategies.

The course will explore the importance of soft skills training for managers and supervisors, emphasizing effective communication, conflict resolution, and team leadership. Participants will also explore the benefits of soft skills training, including improved workplace relationships, increased productivity, and enhanced job satisfaction.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Targeted Groups:

- Managers and Supervisors.
- Team Leaders.
- Senior Executives.
- Human Resources Professionals.
- Project Managers.
- Customer Service Representatives.
- Sales Professionals.
- Entry-Level Employees.
- Mid-Level Managers.
- Entrepreneurs.
- Technical Specialists.
- Administrative Staff.
- Training and Development Coordinators.
- Career Coaches and Mentors.

Course Objectives:

At the end of this advanced soft skills training course, the participants will be able to:

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

- Enhance communication skills for professional interactions.
- Develop leadership skills to manage teams effectively.
- Foster teamwork and collaborative abilities.
- Improve problem-solving and critical thinking skills.
- Equip participants with conflict resolution strategies.
- Strengthen emotional intelligence for better workplace relationships.
- Cultivate time management and organizational skills.
- Promote adaptability and flexibility in dynamic environments.
- Enhance negotiation skills for successful outcomes.
- Boost interpersonal skills for professional growth.
- Improve decision-making capabilities under pressure.
- Encourage creativity and innovation in problem-solving.
- Elevate customer service skills to enhance client satisfaction.
- Implement stress management techniques for workplace well-being.
- Improve active listening skills for better understanding and communication.

Targeted Competencies:

Upon the end of this advanced soft skills training, the participant's competencies will:

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

- Effective Communication.
- Leadership and Management.
- Teamwork and Collaboration.
- Problem-solving and Critical Thinking.
- Conflict Resolution.
- Emotional Intelligence.
- Time Management.
- Adaptability and Flexibility.
- Negotiation Skills.
- Interpersonal Skills.
- Decision-Making.
- Creativity and Innovation.
- Customer Service Skills.
- Stress Management.
- Active Listening.

Course Content:

Unit 1: The Power of Self-Awareness and the Importance of Perception:

- Understand yourself, your audiences, and the power of perception.
- Identify Your Personality Type and How It Impacts Your Use of the Five Keys of Effective Communication.
- Identifying your communication style and its impact.
- Identify others' types and how style differences impact communication.
- Using style knowledge to identify flexing strategies.
- Describe How Our Perceptions of Others Can Impact Communications.

Unit 2: The Three Vs of Communication - Vocal, Verbal, Visual:

- Describe the Impact of Three Vs on Communication Perceptions.
- Understand how each of the 3 Vs affects perception.
- Demonstrate how non-verbal behavior affects perception.
- Apply Three Vs to Your Own Communication Planning.
- Effective Listening and Building Rapport.
- Demonstrate Effective Questioning and Listening Skills to Build Rapport.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Unit 3: Empathy:

- Review how to sharpen your senses to the signals others are sending you.
- Communicate first impressions.
- The secrets of body language.
- How do we communicate?
- Filters to communication.
- Understand the science of lying.
- Learn Styles.
- Model on how others do things.

Unit 4: How Leaders Build Effective Interpersonal Interactions:

- Characteristics of interpersonal interaction for individuals.
- Identify the personal interaction styles.
- Individual strengths and challenges of interpersonal interaction styles.
- Successful interpersonal interaction develops trust.
- Stages of team development and the supervisor's role in each.
- Understand how people work better using varied interaction types.

Unit 5: Developing Personal and Work Group Improvement Plans:

- Encourage innovation and improvement as a supervisor.
- Understand interpersonal work group dynamics.
- Identify change processes and human change.
- Deal with people who do not want to change.
- Develop an action plan for personal and workgroup improvement.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Unit 6: Mental Skills of Job Leaders:

- Identify and master analytical skills.
- Apply training on Concept search skills.
- Theoretical skills.
- Train in analytical thinking for artistic creativity.
- Learn about critical thinking skills and mastery.
- Train in the concept of decision-making ability and its relationship to critical thinking.
- Determine career goals.
- Systematic planning for operational stages.
- Professional delegation skills and the nature of administrative orders.
- The importance of setting material goals and procedural plans for employees.
- Compare the previous types of thinking with the nature of creative thinking.
- Train in creative sense skills and their reflection on successful managerial leadership.
- Define long-term strategic goals.
- The skills of setting group goals are the focus of the attention of teams.
- How do we evaluate facts, choose assistants, and learn about staff natures?
- The importance of setting material goals and procedural plans for employees.

Unit 7: Building an Emotionally Intelligent Team based on Psychological Principles:

- Understand the importance of EQ to team effectiveness.
- Motivate a high-performance team.
- Build unified teams.
- EQ for building trusting relationships.
- Conflict resolution for promoting consensus and collaboration.
- Increase the EQ of your teams and the entire organization.

Unit 8: Shaping Behavior and Managing Culture:

- The development of values and the link to competencies.
- Motivation.
- Extrinsic and Intrinsic Reward.
- Empowerment and Accountability.
- Right-sizing.
- Self Assessment.
- 360-degree feedback.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Conclusion:

In this advanced soft skills training course, you will clearly understand the purpose of soft skills training and how it can contribute to your personal and professional growth. Participants will master the essential professional soft skills and elevate their careers to new heights.