MERCURY

Building Strong Soft Skills for Career Growth

12 – 16 July 2027
Accra (Ghana)



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Istanbul - Türkiye: +90 539 599 1206
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Building Strong Soft Skills for Career Growth

Ref: 121198_1071230 **Date:** 12 – 16 July 2027 **Location:** Accra (Ghana) **Fees:** 5300 Euro

Introduction:

The Building Strong Soft Skills for Career Growth course equips professionals with the essential interpersonal and communication abilities needed for sustainable career success. In today's competitive job market, technical expertise alone is not enough—employers value emotional intelligence, adaptability, and teamwork as key differentiators. This training focuses on developing the most in-demand soft skills, including communication, problem-solving, time management, and leadership.

Through theoretical learning, participants will explore the foundations of emotional intelligence, workplace collaboration, and conflict resolution. The Building Strong Soft Skills for Career Growth program also emphasizes self-awareness, resilience, and the ability to navigate diverse work environments effectively. By mastering these skills, participants will enhance their personal brand, strengthen workplace relationships, and accelerate their professional growth.

Targeted Groups:

This Building Strong Soft Skills for Career Growth training targets professionals seeking specialized knowledge and skills:

- Managers and team leaders aim to strengthen interpersonal effectiveness.
- Early-career professionals aspiring to advance their careers.
- Human resource and training specialists focus on employee development.
- Administrative and office staff are seeking improved communication and teamwork.
- Project coordinators and supervisors managing cross-functional teams.
- Employees transitioning to leadership or management roles.
- Entrepreneurs and freelancers aiming to enhance client relationships.
- Graduates preparing for entry into competitive job markets.

Course Objectives:

Participants will achieve the following objectives by completing the Building Strong Soft Skills for Career Growth course:

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- Understand the essential role of soft skills in professional success.
- Identify personal strengths and areas for improvement in communication and collaboration.
- Enhance verbal and nonverbal communication techniques in professional contexts.
- Develop problem-solving and decision-making strategies applicable to workplace challenges.
- Build effective teamwork and conflict-resolution capabilities.
- Strengthen adaptability and resilience in dynamic work environments.
- Improve emotional intelligence and self-awareness for personal growth.
- Cultivate leadership and influence through positive communication.
- Apply learned soft skills to build long-term career success.
- Integrate professional ethics, empathy, and cultural awareness into everyday interactions.

Targeted Competencies:

Participants will gain the following competencies during the Building Strong Soft Skills for Career Growth program:

- Strong interpersonal and communication skills.
- Enhanced emotional intelligence and empathy.
- Conflict management and negotiation proficiency.
- Time management and organizational efficiency.
- Team collaboration and leadership potential.
- Adaptability to workplace challenges and change.
- Self-confidence in public speaking and professional presentations.
- Critical thinking and creative problem-solving.
- Professional attitude and cultural sensitivity in global settings.

Studying Scenarios:

In this Building Strong Soft Skills for Career Growth training, participants will develop their skills through the analysis of the following scenarios:

- Managing conflict between team members in a project meeting.
- Leading a team with diverse communication styles and backgrounds.
- Delivering constructive feedback in performance evaluations.
- Negotiating deadlines and expectations with management.
- Resolving miscommunication in cross-department collaboration.
- Handling customer complaints with empathy and professionalism.
- Presenting new ideas effectively during strategy discussions.
- Managing stress and maintaining productivity during workplace transitions.

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Course Content:

Unit 1: The Foundations of Soft Skills and Professional Growth:

- Understand the difference between hard and soft skills in the workplace.
- Explore why soft skills are critical for long-term career success.
- Examine emotional intelligence and its impact on professional relationships.
- Analyze the role of attitude, motivation, and mindset in personal development.
- Develop strategies for self-assessment and continuous improvement.
- Recognize the connection between personal branding and interpersonal skills.
- Learn how soft skills influence leadership, communication, and collaboration.
- Identify the barriers that hinder soft skill development in organizations.

Unit 2: Effective Communication and Interpersonal Interaction:

- Master the fundamentals of verbal and nonverbal communication.
- Understand the principles of active listening and empathetic engagement.
- Develop techniques for clear, concise, and persuasive communication.
- Explore methods for adapting messages to diverse audiences.
- Learn how to deliver feedback constructively and respectfully.
- Identify barriers to effective communication and how to overcome them.
- Strengthen public speaking confidence through structured dialogue frameworks.
- Apply communication strategies in professional presentations and meetings.

Unit 3: Teamwork, Collaboration, and Conflict Resolution:

- Understand the dynamics of teamwork and group collaboration.
- Examine stages of team development and their management.
- Identify the role of trust, communication, and shared goals in team success.
- Learn strategies for managing and resolving workplace conflicts.
- Explore negotiation techniques for win-win outcomes.
- Develop empathy and respect in team interactions.
- Manage cross-cultural communication in global work environments.
- Practice team-based decision-making and consensus-building techniques.

Unit 4: Problem-Solving, Adaptability, and Time Management:

- Analyze structured approaches to workplace problem-solving.
- Explore creative thinking models to generate innovative solutions.
- Strengthen decision-making through logical and analytical reasoning.
- Develop adaptability in fast-paced and changing work environments.
- Learn time management strategies to prioritize tasks efficiently.
- Balance multiple projects using effective planning frameworks.
- Manage stress through self-regulation and mindfulness techniques.
- Apply adaptability and resilience to improve performance under pressure.

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Unit 5: Leadership, Professionalism, and Career Advancement:

- Understand the connection between leadership and soft skills.
- Explore various leadership styles and their impact on team motivation.
- Develop communication-based leadership approaches that inspire trust.
- Learn how to influence and motivate others through positive engagement.
- Strengthen professional ethics, responsibility, and accountability.
- Build a professional image and personal brand aligned with career goals.
- Plan strategies for long-term career growth through continuous skill improvement.
- Apply learned competencies in leadership simulations and reflective exercises.

Final Insights & Key Takeaways:

By developing a strong foundation of soft skills, professionals can unlock their full potential and accelerate their career trajectory. This course empowers participants to communicate effectively, lead with confidence, and thrive in diverse workplace environments.