MERCURY

Soft Skills Fundamentals for Beginners Training Course

28 June – 2 July 2027
Accra (Ghana)

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Ref: 121199_1071239 **Date:** 28 June – 2 July 2027 **Location:** Accra (Ghana) **Fees:** 5300 Euro

Soft Skills Fundamentals for Beginners Training Course is a 1-week foundation course for new graduates and early-career staff who are starting their first professional role. You learn workplace professionalism, basic communication, teamwork and career readiness through short practice rounds, and you leave with a First-Year Professional Habits Plan for your own job. The course is offered by Mercury Training Center.

About This Course

New starters often know their field yet stumble on the unwritten rules of work: how to write a clear email, speak up in a meeting, take feedback or ask for help. You need no prior work experience to follow this foundation course. You practice through role plays, peer feedback and short written tasks drawn from office and service settings.

Who It Is For

- Recent graduates who are moving from study into their first role and need to learn how a workplace runs day to day.
- Interns and trainees who complete assigned tasks under a supervisor and report on progress.
- Junior staff in administrative and support roles who handle requests from colleagues and customers.
- Entry-level technical staff whose work depends on clear updates to team members and supervisors.
- Career changers in their first months in a new field who want a structured start.

This course is not for experienced professionals who already lead meetings and coach others; a course on professional or leadership-level interpersonal skills suits them better. It is also not for people managers who need to handle team performance; a course on people management suits them better.

Competencies You Will Build

- Professional Conduct: arrives prepared, keeps commitments and follows workplace etiquette without reminders.
- Clear Basic Communication: writes short, polite emails and gives spoken updates that colleagues act on.
- Active Listening: confirms what was asked before starting a task and asks focused questions.
- Team Contribution: shares work, offers help and handles small disagreements calmly.
- Receiving Feedback: listens to correction, asks for examples and shows the change in later work.
- Self-Organization: plans the week, prioritizes tasks and flags delays early.

What You Will Be Able to Do

By the end of the course you will be able to:

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- From a vague task request, write back a short confirmation that states the deliverable, deadline and open questions.
- Given a weekly task list, rank the items with the Eisenhower Matrix and agree priorities with your supervisor.
- Using the SBI feedback model, give a peer one specific, respectful comment on a shared piece of work.
- From a team meeting agenda, prepare a two-minute update and present it within time.
- Given a minor conflict with a colleague, choose a response from the Thomas-Kilmann styles and plan the conversation.
- Using your own self-assessment results, set three habit goals for your first year at work.

Course Content

Day 1: Professionalism at Work

- Workplace Expectations Checklist for a New Starter's First Weeks
- Professional Etiquette in Office, Site and Customer Settings
- Personal Brand and First Impressions in Introductions
- Reliability Habits: Time Keeping and Keeping Commitments
- Soft Skills Self-Assessment Baseline for Early-Career Staff

Day 2: Basic Communication Skills

- Active Listening and Paraphrasing in Task Briefings
- Clear Email Structure: Subject, Purpose, Request and Close
- Asking Questions and Confirming Instructions With a Supervisor
- Two-Minute Spoken Updates in Team Meetings
- Telephone and Chat Courtesy With Internal and External Customers

Day 3: Working in a Team

- Tuckman Stages of Team Development Applied to a New Team
- Roles and Responsibilities in a Shared Task Using a RACI Chart
- Offering and Requesting Help Among Peers
- Thomas-Kilmann Conflict Styles for Small Disagreements
- Respectful Collaboration Across Ages and Backgrounds

Day 4: Feedback, Self-Organization and Career Readiness

- SBI Feedback Model for Giving Peer Comments
- Receiving Correction and Turning It Into Action Steps
- Eisenhower Matrix for Prioritizing a Weekly Task List
- SMART Goals for the First Year in a Role
- Growth Mindset and Learning From Early Mistakes

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Day 5: Practice and Habits Plan

- Role Play: Confirming an Unclear Task Request With a Supervisor
- Role Play: Giving and Receiving Feedback in a Peer Review
- Exercise: Delivering a Team Meeting Update Under Time Pressure
- Peer Review of Draft Emails and Spoken Updates
- Completing the First-Year Professional Habits Plan

Case Studies and Exercises

The following are suggested activities.

- Case study: A new hospital administration assistant receives conflicting requests from two nurses; you decide how to clarify and prioritize them.
- Case study: A graduate trainee in a retail head office misses a deadline without warning the team; you write the recovery message and the habit that prevents a repeat.
- Exercise: A junior engineer must brief a site supervisor on a delay; you prepare and deliver a two-minute update.
- Exercise: In a customer service team, you give a colleague feedback on a rushed reply using the SBI model.

What You Take Back

You leave with a First-Year Professional Habits Plan built around your own role. In your first month back, you use it to confirm tasks properly, plan each week, ask your supervisor for feedback at agreed points and track three habits you chose during the course.

- A self-assessment baseline across six soft skills.
- Three SMART habit goals with weekly checkpoints.
- Templates for task confirmation emails and spoken updates.
- A feedback request schedule to agree with your supervisor.

Quick Answers FAQ

What do I need to know before Soft Skills Fundamentals for Beginners?

Nothing in particular. The course assumes no prior work experience and suits people in their first job, internship or the months before starting one. Bring examples from your studies or current role.

How do soft skills fundamentals for beginners differ from professional-level soft skills training?

Foundation training covers the basics a new starter needs: etiquette, clear emails, listening, teamwork and taking feedback. Professional-level training assumes these habits already exist and moves on to influencing, leading meetings and coaching others.

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Which soft skills matter most for new graduates starting work?

Reliability, clear communication, active listening, teamwork and openness to feedback matter most in the first year. They shape how much responsibility a new starter is given.

What do I take back from Soft Skills Fundamentals for Beginners?

You take back a First-Year Professional Habits Plan: a self-assessment baseline, three habit goals with checkpoints, templates for emails and updates, and a feedback schedule to agree with your supervisor.

For Your Manager

After the course, your new team member will be able to confirm tasks clearly, write short professional emails, give concise meeting updates and respond to feedback with visible change. They return with a First-Year Professional Habits Plan, which they will first use in a check-in with you to agree priorities, habit goals and feedback points for the coming month.

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