



Career Success: Proven Strategies for Workplace Excellence

21 – 25 December 2026
Kigali (Rwanda)



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Ref: 121372_1072811 **Date:** 21 – 25 December 2026 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

Introduction

Boost your career success by developing strong soft skills, technical proficiency, and a mindset of excellence in the workplace. This Career Success: Proven Strategies for Workplace Excellence course focuses on actionable strategies for achieving workplace excellence, enhancing communication skills, managing diversity, resolving conflicts, and excelling in technical and global communication. Participants will explore stress management techniques and strategies for improving joy at work. They will recharge their energy, increase job satisfaction, and add exceptional value to their organization. They will Learn the combination of attributes and skills needed to accelerate their career, become a driving force for their organization, colleagues, and clients, and succeed.

Targeted Groups

This Career Success: Proven Strategies for Workplace Excellence training targets professionals seeking knowledge and skills:

- Managers, Supervisors, and Team Leaders.
- Employees in all departments seek professional growth.
- Employees aiming to enhance their profile with advanced skills.
- Professionals looking to improve communication, leadership, and creative problem-solving skills.
- Individuals interested in mastering workplace conflict resolution, teamwork, and productivity techniques.
- New graduates and mid-level professionals aiming for career advancement.

Course Objectives

Participants will achieve the following objectives by completing the Career Success: Proven Strategies for Workplace Excellence course:

- Take charge of your career and personal life to achieve greater growth and satisfaction.
- Develop winning relationships by building strong trust.
- Communicate honestly, directly, and professionally in all areas.
- Develop and access the vast resources of their creativity.
- Develop emotional hardiness to face daily challenges effectively.
- Take full responsibility for their lives and their success.
- Increase their productivity by working smarter, faster, and better.
- Resolve conflict situations constructively by applying practical negotiation skills.
- Understand the concept of teamwork, how to be a team player, and how to promote it.
- Demonstrate initiative and leadership skills from their current position.

Targeted Competencies

Participants will gain the following competencies during the Career Success: Proven Strategies for Workplace Excellence program:

- Self-management.
- Personal Effectiveness.
- Interpersonal relationships.
- Communication.
- Creative thinking.
- Negotiation skills.
- Building trust.
- Teamwork and collaboration.
- Leading and accomplishing results through others.

Studying Scenarios

In this Career Success: Proven Strategies for Workplace Excellence training, participants develop skills through the following scenarios:

- Lead a team project, balancing deadlines, priorities, and communication styles.
- Resolve multi-department workplace conflicts using negotiation and problem-solving.
- Deliver presentations to diverse audiences, practicing persuasion and influence.
- Apply stress-management strategies to maintain performance under pressure.
- Practice cross-cultural communication to improve global workplace skills.

Course Content

Unit 1: Taking Charge of Your Career & Building Winning Relationships

- Build your professional reputation and credibility.
- Develop your unique value proposition and "brand."
- Add value to your organization by providing the results all employers seek.
- Learning to learn: strategies for lifelong learning and development.
- Finding coaches and mentors and building your professional network.
- Avoid the career killers - people, places, and things.
- Uncover and tap all the resources available for your career development.
- Commit to becoming a high performer and reap the rewards of excellence.
- Experience the consequences of win-lose and win-win strategies.
- Learn how to achieve win-win relationships.
- Understand what is meant by "TRUST."
- Know the difference between responsibility for and responsibility to another.
- Learn a credo for your relationships.
- Understand what you do that weakens others when you intend to help.
- Learn the valuing process as a skill to strengthen others.
- Employ RAM Relationship Asset Management strategies.

Unit 2: Communication & Creative Thinking Skills

- Why becoming a great communicator will empower you and boost your career.
- Learn about people's perceptions and viewpoints and how they differ.
- Master the basics of face-to-face communication.
- Learn to understand and improve your listening skills.
- The four styles of communication and how to employ them.
- Make skillful presentations to one or many.
- Learn to exchange helpful feedback.
- The principles of positive influence and persuasion.
- Opening your mind to clear and inspired thinking.
- Developing a whole-picture perspective.
- The II and T thinking steps.
- Combining reasoning, emotion, and inspiration.
- How do we generate alternative ideas?
- Tapping into your inner wisdom.
- Evaluating alternatives on their merits.
- The Six Lens approach for whole-brain optimization.

Unit 3: Emotional Resilience & Personal Accountability

- Learn how you respond to challenging or upsetting events key moments.
- Explore and understand the patterns in your responses to critical moments.
- Learn the process for exploring the consequences of your behavior.
- Learn to choose positive behaviors and feelings during your key moments.
- Identify and challenge the distortions in your interpretations.
- Learn a method for changing weakening beliefs to empowering beliefs.
- Learn and practice the principle of balance.
- Meeting the challenge of change and stress.
- Learn the meaning and nature of personal responsibility.
- Understand how you avoid taking responsibility for yourself.
- Assess your willingness to accept personal responsibility.
- Allow yourself to see the choices available in your life.
- Claim "ownership" for the results of your life.
- Understand the power and freedom that come from accepting responsibility.
- Understand the extent and limitations of your energy.

Unit 4: Personal Productivity & Conflict Resolution

- Manage your time and priorities for results.
- Setting goals beyond S.M.A.R.T.
- Project management skills for effective everyday tasks.
- Make meetings work better, whether you lead or participate.
- Understand the concept of teamwork and excel at it.
- Learn to make decisions and solve problems quickly.
- Project management steps and tools.
- Define "unhealthy conflict" and how to keep from crossing into it.
- Learn the five different conflict management styles.
- Use a model to help you decide how to respond to potential conflicts.
- Assess which conflict styles you most often use.
- Practice a three-step model for resolving conflict.
- Decide to modify your conflict style and how to handle your current conflicts.
- Learn the art of negotiation.

Unit 5: Teamwork & Leadership Initiative

- High-performance teams vs. traditional groups.
- Define the three elements of High-Performance teams.
- Learn about the four types of teams.
- Learn the different stages of team development.
- Understand group dynamics.
- Discover and optimize team member styles.
- Become excellent at teamwork skills.
- Learn how to promote teamwork.
- Why do organizations value employees who demonstrate initiative?
- Lead from where you are in the organization.
- Understand the principles of effective leadership.
- Leadership behaviors that you can put to work immediately.
- How and when to lead your colleagues and superiors.
- Learn how to lead project teams.
- Delegation skills for non-managers.

Final Insights & Key Takeaways

Participants leave this course equipped to drive their careers forward by applying practical strategies for workplace excellence. The skills learned enhance personal effectiveness, strengthen relationships, and empower participants to create measurable value for themselves and their organizations.