MERCURY

Achieving Career Success: Breakthrough Strategies for Workplace Excellence

19 – 30 July 2027
Kigali (Rwanda)



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

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Ref: 1081_1081078 **Date:** 19 – 30 July 2027 **Location:** Kigali (Rwanda) **Fees:** 9500 Euro

Introduction

Boost your career success by developing strong, soft skills, technical proficiency, and a mindset of excellence in the workplace.

Throughout this workplace excellence strategies for boosting your career success course, we will focus on actionable strategies you can apply to achieve workplace excellence, improve your communication skills, and increase your value within any professional setting.

Get ready to recharge yourself with new energy to propel your career, increase job satisfaction, and add excellent value to your organization.

The course on workplace excellence strategies for boosting your career success will show you how. You will learn the combination of attributes and skills you need to accelerate your career positively and successfully along your professional path, now and into the future. Become a positive force for your organization, customers, and colleagues.

Additional Skills for Excellence in the Workplace

Here, we will explore strategies for managing diversity in the workplace, enhancing social communication strategies for improving joy, and practical strategies for resolving workplace conflict.

You'll also gain insights into communication strategies for the global workplace and how to excel with technical communication. We will also investigate workplace stress management strategies and delve into techniques for improving workplace communication.

Targeted Groups

- Managers, Supervisors, and Team Leaders.
- Employees in all departments.
- Employees who want to get excellent knowledge to enhance their profile.

Course Objectives

At the end of this workplace excellence strategies for boosting your career success course, the participants will be able to:

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- Take charge of your career and personal life for more significant 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 team concept, how to be a team player, and promote teamwork.
- Demonstrate initiative and leadership skills from their current position.

Targeted Competencies

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

Course Content

Unit 1: Taking Charge of Your Career: The Journey Begins

- 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.

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Unit 2: Building Winning Relationships: Trust and Collaboration

- 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 3: Communication Skills for Today's Professional: Your Message Power

- 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.

Unit 4: Creative Thinking and You: Key to Working Smart

- 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.

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Unit 5: Emotional Resilience: Handling Life's Challenges

- 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.

Unit 6: Personal Accountability: Taking Full Responsibility

- 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 comes from accepting responsibility.
- Understand the extent and limitation of your energy.

Unit 7: Personal Productivity: Demonstrating Value-Added

- Manage your time and priorities for results.
- Setting goals beyond S.M.A.R.T.
- Project management skills for everyday task effectiveness.
- Make meetings work better whether you lead or participate.
- Understand the team concept and excel in teamwork.
- Learn to make decisions and solve problems quickly.
- Project management steps.
- Tools.

Unit 8: Conflict Resolution: The Road to Win-Win

- Define "unhealthy conflict" and how to keep from crossing into it.
- Learn the five different conflict management styles.
- Use a model to help you choose how to respond to potential conflict situations.
- 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.

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Unit 9: Teamwork: A Blueprint for High Performance

- 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.

Unit 10: Taking the Initiative: Look for Leadership Opportunities

- 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.