MERCURY

Advanced Soft Skills Training



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Amman - Jordan: +962 785 666 966
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Unit 1: The Power of Self-Awareness and the Importance of Perception:

- Understanding 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.
- Understanding how each of the 3 Vs affects perception.
- Demonstrating 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

Unit 3: Empathy:

- Review how to sharpen your senses to the signals others are sending you
- Communicating first impressions
- The secrets of body language
- How we communicate
- Filters to communication
- Understanding the science of lying
- Learning Styles
- Modeling - how others do things

Unit 4: How Leaders Build Effective Interpersonal Interactions:

- Characteristics of interpersonal interaction for individuals
- Identification of 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
- Understanding how people work better using varied interaction types

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Unit 5: Developing Personal and Work Group Improvement Plans:

- Encouraging innovation and improvement as a supervisor
- Understanding interpersonal work group dynamics
- Identification of change processes and human change
- Dealing with people who do not want to change
- Developing an action plan for personal and workgroup improvement

Unit 6: Mental Skills of Job Leaders:

- Identify and master analytical skills.
- Applied training on Concept search skills.
- Theoretical skills.
- Training in analytical thinking for artistic creativity.
- Learn about critical thinking skills and mastery.
- Training 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.
- Training 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 to 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:

- Importance of EQ to team effectiveness
- Motivating a high-performance team
- Building unified teams
- EQ for building trusting relationships
- Conflict resolution for promoting consensus & collaboration
- Increase the EQ of your teams & entire organization

Unit 8: Shaping Behaviour 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