

Introduction to Soft Skills

- Why Soft Skills Matter
- Soft Skills vs. Hard Skills
- Importance of Soft Skills in the Workplace

Communication Skills

- Verbal Communication
- Clarity and Concision
- Listening Skills
- Non-Verbal Communication
- Body Language
- Tone of Voice
- Written Communication
- Emails

Teamwork and Collaboration

- The Importance of Teamwork
- Collaboration Techniques
- Conflict Resolution

Problem-Solving and Critical Thinking

- Approaches to Problem-Solving
- Critical Thinking Framework
- Case Studies in Problem-Solving

Emotional Intelligence

- Understanding Emotional Intelligence
- Self-Awareness and Self-Regulation
- Empathy and Social Skills

Time Management

- Prioritization Techniques
- Task Management Tools
- Work-Life Balance

Adaptability and Learning Agility

- Adapting to Change
- Continuous Learning
- Building Resilience

Professionalism and Work Ethics

- Understanding Professionalism
- Business Etiquette
- Ethical Decision-Making

Leadership Skills

- Types of Leadership
- Building Trust and Influence
- Delegation and Accountability

Networking and Relationship Building

CONTENTS



- Importance of Networking
- Effective Networking Techniques
- Maintaining Professional Relationships

Public Speaking and Presentation Skills

- Elements of Effective Public Speaking
- Presentation Tools
- Engaging the Audience