

COURSE CONTENT – SOFT SKILL DEVELOPMENT

Introduction to Soft Skills

- **Introduce the concept and importance of soft skills.**
- **Discuss their role in professional and personal life.**
- **Highlight the distinction between soft skills and hard skills.**

Mastering Communication

- **Enhance verbal and non-verbal communication skills.**
- **Cultivate active listening and empathy.**

Goal Setting

- **Define SMART goals aligned with personal aspirations.**
- **Develop actionable plans for goal achievement.**

Team Management and Collaboration

- **Foster a collaborative team environment.**
- **Resolve conflicts constructively within a team setting.**

Conflict Management

- **Identify conflict resolution styles.**
- **Practice empathy and active listening in conflict resolution.**

Problem Solving and Decision Making

- **Understand the problem-solving process.**
- **Enhance decision-making skills through practical exercises.**



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Critical Thinking

- Question assumptions and evaluate evidence.
- Apply critical thinking skills to real-world scenarios

Body Language and Formal Grooming

- Utilise non-verbal cues effectively.
- Adhere to professional grooming standards

Professional Ethics

- Apply ethical principles in decision-making.
- Cultivate integrity and ethical leadership traits

Leadership

- Understand effective leadership qualities.
- Practice leadership skills through team-based activities

Conflict Management

- Identify conflict resolution styles.
- Practice empathy and active listening in conflict resolution.

Negotiation

- Understand negotiation principles and styles.
- Practise effective communication in negotiation scenarios

Emotional Intelligence

- Develop self-awareness and self-regulation.
- Cultivate empathy and social awareness



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Creative Thinking and Innovation

- **Foster creativity and innovation for problem-solving**
- **Practise divergent thinking and idea generation**

Application, integration and Conclusion

- **Apply acquired skills in real-world scenarios.**
- **Reflect on personal growth and identify areas for development.**
- **Review key learnings.**
- **Develop personalized action plans for ongoing growth.**

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