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## Soft skills Courses

<b>Days</b>	<b>Course</b>
2	Presentation Skills
2	Time Management
1	Persuasion Skills
1	Negotiation Skills
4	Problem Solving & Critical Thinking
3	Customer Service
1	Dealing with Difficult People
1	Conflict Resolution
1	Self-Awareness
2	Supervision



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# Presentation Skills

**Duration** 2 days

## **Overview**

This course will cover the theoretical and practical side of how to be a good presenter; it will help the participant understand presentation techniques and how to effectively use various visual aids

The participant will learn the "do's" and "don'ts" of using PowerPoint

## **Contents**

- Survey
- The formula for presenting - Using P.R.E.S.E.N.T. a simple structured approach
- Steps for making a good material
- Do's and Don'ts of PowerPoint
- Know your audience
- Gathering Presentation Content – Mind Mapping
- Work on Content
- Enhancing Content
- Presentation Format / Structure
- Face the Fear
- Involve your audience
- Rehearsing
- Body Language, Eye Contact and Voice tone
- Handling Q & A Sessions
- Dealing with Difficult Audiences
- Participants Evaluation (workshop)

## **OBJECTIVES**

- Preparing participants to speak with greater control and charisma in front of others
- Beginning and ending a presentation successfully
- Be familiar with a strong presentation structure
- Getting the audience's attention and keeping it
- Encourage audience participation
- Confidence and control



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# Time Management

**Duration** 2 days

## **Overview**

Everyone has the same amount of time in a day but not all of us able to manage our time, So Time Management focus on making the best use of time as time is always limited.

Moreover, Time management is about effective scheduling of your time, goal setting, prioritizing and choosing what to do and what not to do, delegating tasks, analyzing your spent time, organizing your workspace, keeping your concentration at your work, motivating yourself and others towards a common goal

## **Contents**

- Time management concepts -
- Setting goals and objectives -
- Setting priorities -
- The Eisenhower Method -
- PARETO diagram -
- Tasks organization -
- Time Wasters -
- Time Savers -
- Tree & Arrow Diagram
- Improving Time Management Skills -
- Implementation of goals -
- Action plan -

## **Objectives**

- To learn the difference between being “busy” and “productive”
- To apply the Pareto principle (80/20 Rule) to time management issues
- How to make action plan
- How to say “no” to time wasters
- How to delegate in the right way for the right reasons



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# Persuasion skills

**Duration** 1 day

## **Overview**

Persuasion is about having the right attitude as well as knowing a number of useful techniques that can be employed when interacting with others.

Good persuasion skills help you influence others to achieve your goals

this Influencing and Persuading Skills training course will help you feel more confident and effective in more challenging situations.

## **Contents**

- Influencing – Persuasion – Assertiveness
- Persuasive Behavior
- How to tell great stories
- Persuade with confidence
- Emotional persuasion
- Listening skills
- Barriers to effective listening
- Workshop

## **Objectives**

- Enhance your ability to persuade and influence to achieve the results you want
- Master assertiveness skills and take control of difficult situations
- Learn to communicate your opinions and ideas assertively and effectively
- Learn to deal with people's reaction to change



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# Negotiation skills

**Duration** 1 day

## **Overview**

Negotiation is a method by which people settle differences. It is a process by which agreement is reached while avoiding argument and dispute.

Negotiation skills course will help you achieve your objective and solve problems. It is about reaching win: win situation, where all parties feel the outcome is fair.

## **Contents**

- Negotiation
- The need for negotiation
- The skills of effective negotiation
- Improving your negotiation skills
- Process of Negotiation
- Power in negotiation
- Win Win situation
- BATNA and ETNA
- Examples

## **Objectives**

- Get rid of your old way of Negotiation
- Redesign your relationships to other people, in civilized way.
- Manage your Negotiation Skills, Emotions, Social and Mental health
- Resolve a problem
- Effectively manage team negotiating situations.
- Eliminate the most common negotiation mistakes



# Problem solving & Critical Thinking

**Duration** 4 days

## **Overview**

This course presents a structured approach for tackling problems, opportunities and decisions that will ultimately help you get better results

Participant will practice using different thinking approaches to achieve maximum results. He/she will also have the opportunity to apply these concepts to a specific problem

## **Contents**

- What is the problem?
- Types of the problem
- Brainstorming
- Urgent and Important Matrix
- Analyzing left- and right-brain characteristics
- Assessing a situation to determine if it is a problem or a decision
- Applying logical methodologies to solve everyday problems
- creativity vs. innovation
- Action Plan

## **Objectives**

- Make better decisions through critical thinking and creative problem solving
- Develop your personal creativity
- Select the best decision given the specific situation
- Apply processes to assess work issues and problems
- Transform your creativity into practical business solutions



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# Customer Service

**Duration** 3 days

## **Overview**

Good customer service is vital for all businesses, large or small. It can have a direct impact on customer loyalty and where potential customers choose to spend their money

Good customer service provides an experience that meets customer expectations. It produces satisfied customers, while Bad customer service can generate complaints

the higher quality customer service you provide, the higher level of customer satisfaction you will enjoy,

## **Contents**

- Who are your customers (internal and external)
- Defining excellent service.
- Creating a positive first impression.
- How to read clients' body language and how to use your body language and voice flexibly and effectively.
- Allowing the customer to express their feelings.
- Identifying the customer's needs.
- Understanding customer expectations.
- Telephone etiquette : answering, holding, transferring calls.
- Remaining positive and optimistic.
- Handling customer objections and difficult situations
- How to use questions effectively.
- Methods of collecting customer information.
- Measuring service performance.
- Creating a positive last impression.

## **Objectives**

- Understand clients, identify their needs
- Build a relationship
- Implement the necessary steps of the service process.
- Understand the disadvantage of poor service.
- Handle complaints and difficult customers in positive and effective way.
- Deal positively with misunderstandings, complaints and miscommunication.
- Understand different customer behaviors and how to deal with them



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# Dealing with difficult people

**Duration** 1 day

## **Overview**

Dealing with difficult people is something many people face as part of everyday work life.

This course provides useful information for working with a difficult boss/manager and guidance on how to deal with bullying in the workplace.

## **Contents**

- Simple tips for reducing stress on the job
- Establishing boundaries
- Effective collaboration
- Basic Conflict resolution
- Understanding body language
- Coping with aggressive behavior
- Dealing with critics and power freaks
- Working with slackers and energy vampires
- Office gossip
- Gender differences in the workplace
- What to do when prejudice rears its ugly head
- Standing up to a bullying boss

## **Objectives**

- Keep control when you're talking to difficult people
- Prevent your relationships being wrecked by negative people
- Build healthy, happy dynamics when relating to others
- Stop feeling stressed by others' actions
- Feel successful and assertive



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# Conflict Resolution

**Duration** 1 day

## **Overview**

Conflict Resolution skills help you build more unified organizations and more rewarding relationships.

This course provides participants with background knowledge and theory, the confidence to identify and employ attitudinal changes and the ability to apply these skills to diverse workplace, community and personal conflicts.

## **Contents**

- Introduction to Conflict Resolution
- Dealing with Conflict
- Awareness and Impact Factors
- Stress Behaviors
- Examples

## **Objectives**

- Understand some of the common causes of conflict
- Be aware of different danger signs
- Know how to deal with possible conflict situations
- Find peaceful solutions to difficult situations.
- Ensure that your relationships with opponents continue and grow



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# Self-Awareness

**Duration** 1 day

## **Overview**

Self-awareness is the process of acknowledging not just your strengths, but also your weaknesses. It involves listening to your feelings as well as your body, then taking action based on what you hear.

The better you understand your true self and what motivates you, the easier it will be to focus your energy on defining and directing the changes that need to take place to get you where you want to go.

## **Contents**

- Self-awareness
- Why develop self-awareness
- Discover your true self
- Become aware of your motivations
- Better understand your personality type
- Push outside your comfort zone
- Acknowledge your negative traits
- Silence the negativity & replace it with positive self-talk

## **Objectives**

- Identify his / her core values
- Identify his /her own qualities and strengths, particularly in the workplace.  
Identify areas where he/she would like to change
- The participant will feel more aware of what it is they want from their life and their job.



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# Supervision

**Duration** 2 days

## **Overview**

One day a person is 'one of the team' and the next day they can be a supervisor of the team.

Supervision skills are considered one of the important skills to manage people more effectively and be ready for unexpected change.

## **Contents**

- Supervision – Management
- The role of supervisor
- Skills needed
- Manage people ,activities, Information and resources
- Goal setting - SMART
- Analytical and Planning skills

## **Objectives**

- Participant will have an enhanced understanding of the principles of supervision and how it operates in a range of clinical and educational contexts.
- Provide supervisors with the necessary knowledge, skills and behaviors to increase their effectiveness in their current roles
- Participate effectively in meetings
- Identify the purposes of meetings in the working environment
- Describe the characteristics of a successful meeting