ESSENTIAL PROFESSIONAL SKILLS IN THE WORKPLACE

30 Hours **International certificate**

PROGRAM SUMMARY

This training course provides an overview of ten effective problem solving techniques which include TPN Analysis, SWOT Analysis, 5 WS, 5 Whys and the Six Thinking Hats, etc. This course will teach you how to improve your communication skills and implement the right time management practices as well as guide you to be more aware about some ethical behavior issues in the work place.

Through this course, you will acquire further knowledge and skill building techniques that are crucial in creating and managing a successful business ethics framework. The training program outline is up to date and pertinent to marketplace requirements, thus catering well to all analytical prediction of training needs in the specified area.

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MODULES

Module 1

Creative Problem Solving
- What is problem solving
- Types of problems
- Why solve problems
- Problem solving Techniques

Module 2

Time management
- Time management and the organization
- What is time management
- Types of time management
- Time management principles
- Spent time matrix
- Time based management
- Productive work
- Crisis management
- Planning
- Tips and techniques

Module 3

Communication
- What is communication
- Understanding communication barriers
- Pararvarbal communication skills
- Nonverbal communication
- Speaking like a star
- Listening skills
- Mastering the art of conversation
- Advanced communication skills

Module 4

Ethical behavior in the workplace
- Trust matters in the workplace
- Principle matters in the workplace
- Building a sense of teamwork

OBJECTIVES

Our goal is to enhance knowledge in the essential professional skills in the workplace by applying apractical combination of the most important interpersonal skills including creative problem solving, communication tools, effective time management and ethical behavior. Upon completion of the course, participants will gain a comprehensive understanding of essential ethical business practices.

LEARNING OUTCOMES

After completion of the course, participant will build skills and knowledge in:
- Planning & implementation of problem solving techniques
- Understanding the importance of time management
- Applying the spent time matrix
- Time management principles
- Understanding communication barriers
- Use of verbal and non-verbal communication
- Asking and listening skills
- Practical tools to implement ethics in the workplace
- Balance personal and organizational ethics