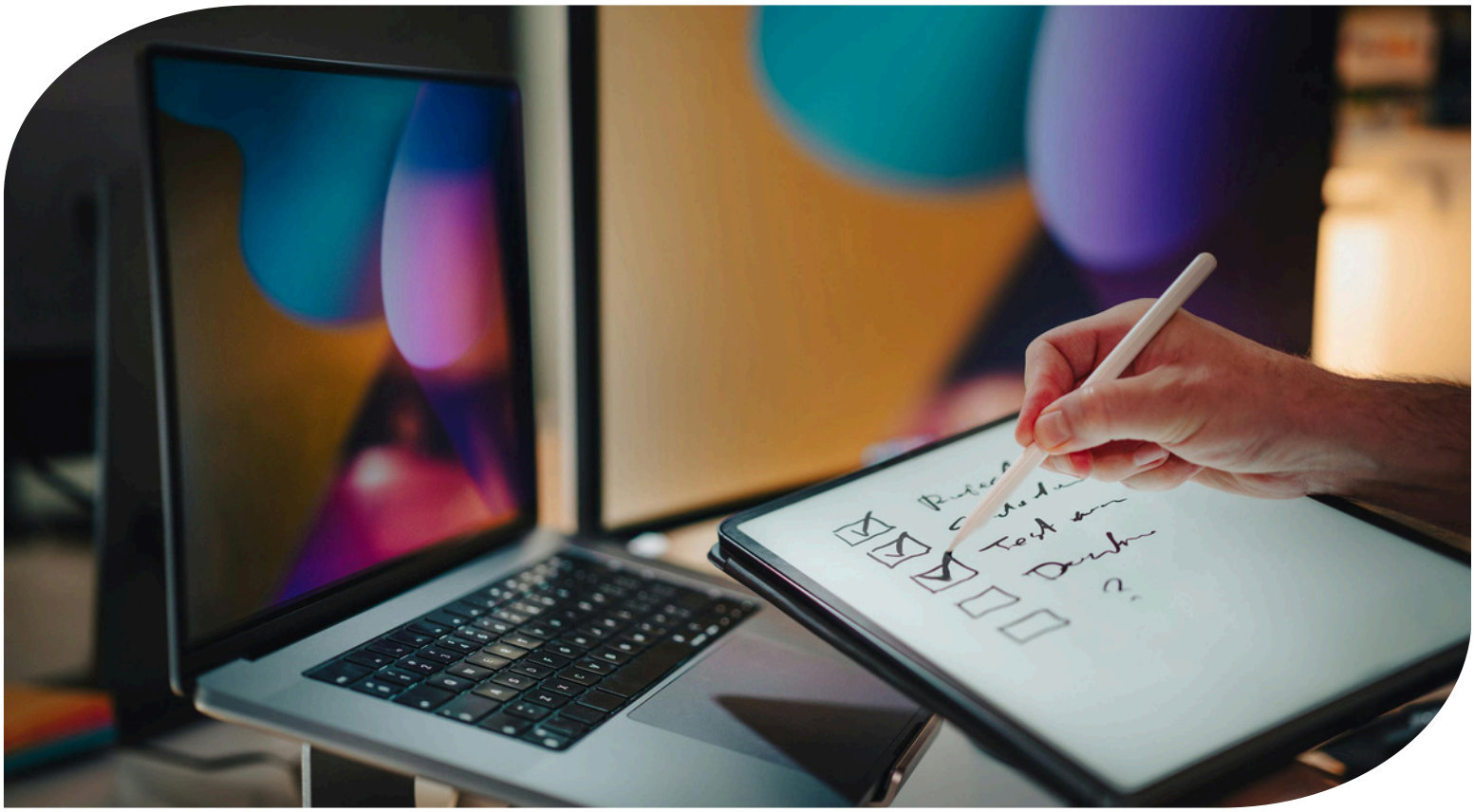


SOFT SKILLS TRAINING FOR MIDDLE MANAGERS

2-Day Corporate Training Program

OVERVIEW

This training is designed to enhance their interpersonal and leadership capabilities, empowering them to lead with confidence, communicate effectively, and drive team performance in dynamic work environments.

Through interactive sessions, real-life case studies, and practical tools, participants will develop essential soft skills such as communication, emotional intelligence, conflict resolution, adaptability, coaching, and team collaboration. The programme also focuses on building self-awareness and the ability to influence, inspire, and manage people with empathy and accountability.

WHAT YOU WILL ACHIEVE

By the end of this program, participants will be able to:

- Demonstrate greater emotional intelligence in handling workplace relationships and conflict
- Apply active listening and assertiveness to enhance collaboration and trust
- Manage and motivate diverse teams through positive influence and coaching techniques
- Resolve conflicts constructively and navigate difficult conversations professionally
- Adapt effectively to change and uncertainty in a leadership context
- Build stronger cross-functional relationships and contribute to a more cohesive team culture

WHAT YOU WILL LEARN

Day 1 : Managerial Communication and Active Listening

- Developing Active Listening Skills
- Communication model
- Speaking like a STAR
- Cross-cultural communication

Day 2 : Emotional Intelligence, Empathy and Motivation

- Introduction to EQ
- Emotional intelligence and empathy
- Motivating Factors
- Satisfying & Motivating Employees

METHODOLOGY

Well-balanced theoretical and practical methodology, which includes interactive discussions, case studies, interactive activities/exercises and assignments to understand the concepts and their applicability

EVALUATION CRITERIA

Participants must have attended the sessions **at least 80%** of the sessions in order to receive a CERTIFICATE from Asia Pacific Regional Hub – Corporate Training Division of EIU–Paris

SPECIAL FEATURES YOU WON'T FIND ANYWHERE ELSE ...

Discussions are based on extensive practical experience, not just theory. Engaging interactions characterize the training sessions from start to finish, keeping everyone involved in the learning process, and applying what is learned to real-life work situations and circumstances. Collaborative work is assigned for enhance learning and mastery of knowledge and/or skills.

FEE & PAYMENT

USD1,099/ per person

Fee Includes:

- **2**-Day Training (Total 12 hours)
  - Time: 9.00 AM - 4.00 PM (1-Hour Lunch Break)
- Globally Recognized Professional Certificate
- Digital Training Resources
- Essential Stationery
- Tea/Coffee Breaks
- Working Lunches

**Note:* all other expenses are to be borne by participants.