

# SOFT SKILLS WORKSHOPS

## ESSENTIALS

Soft skills is a sociological term relating to a person's "EQ" (Emotional Intelligence Quotient), the cluster of personality traits, social graces, communication, language, personal habits, friendliness, and optimism that characterize relationships with other people. Soft skills complement hard skills (part of a person's IQ), which are the occupational requirements of a job and many other activities.

A person's soft skill EQ is an important part of their individual contribution to the success of an organization. Particularly those organizations dealing with customers face-to-face are generally more successful if they train their staff to use these skills. Screening or training for personal habits or traits such as dependability and conscientiousness can yield significant return on investment for an organization. For this reason, soft skills are increasingly sought out by employers in addition to standard qualifications.

[www.wikipedia.org](http://www.wikipedia.org)



GII's holistic approach to talent development includes the following series of two day workshops conducted by professional trainers in an ideal learning environment away from daily office routines.

The workshops include professionally developed supporting materials such as training manual, exercise files, instructor guide, lesson plans, ice breakers, activities, Powerpoint slides, quick reference sheets, & recommended reading lists, plus online training.



**For further details, please contact us on telephone number +973 16030303 or email [registration@giionline.net](mailto:registration@giionline.net)**

	Description
<b>Administrative Support</b>	<p>The current business environment is filled with many sources of information, and you have to take that information and analyze it, prioritize it, and process it to the extent where value is achieved for the organization. Good administrative skills reduce the risk of “things falling through the cracks.” Great administrative skills create exponential results that spot potential problems, overcome obstacles and leverage resources effectively.</p> <p>In this course, you will learn the core skills that will help you use your resources efficiently, manage your time wisely, communicate effectively and collaborate with others skillfully.</p>
<b>Business Etiquette</b>	<p>Success in any industry relies on relationships, whether with co-workers, clients, suppliers or investors. When you’re well-mannered and considerate in dealing with others, you create engaging, productive and long term business relationships. As such, it is important to learn, not just the technical side of a business, but how to conduct one’s self in the company of others.</p> <p>In this course, you will be introduced to business etiquette, as well as provide guidelines for the practice of business etiquette across different situations.</p>
<b>Business Writing</b>	<p>Writing is a key method of communication for most people, and it’s one that many people struggle with. This course will give you a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents (such as proposal, reports and agendas), giving you that extra edge in the workplace.</p>
<b>Customer Service</b>	<p>Each and every one of us serves customers, whether we realize it or not. Maybe you’re on the frontlines of a company, serving the people who buy your products. Perhaps you’re an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you’re a company owner, serving your staff and your customers. “The single most important thing to realize about any enterprise is that there are no results inside its walls. The result of a business is a satisfied customer.”</p> <p>This course will look at all types of customers and how we can serve them better and improve ourselves in the process.</p>
<b>Meeting Management</b>	<p>“Meetings without an agenda are like a restaurant without a menu.” There is no doubt about it. Meetings require skill and technique in order for the meeting to achieve its purpose. Disorganized and poorly managed meetings waste time and hurt your credibility as a meeting manager. Consistently leaving a poor impression with the attendees will haunt you if left unchecked.</p> <p>This training course is designed to give you the basic tools you need to initiate and manage your meetings. You will learn planning and leading techniques that will give you the confidence to run a meeting that will engage your attendees and leave a positive and lasting impression. This is a hands-on workshop and your participation will help make it a valuable experience.</p>
<b>Personal Productivity</b>	<p>Most people wish they had more time in a day. When deadlines and stress-related activities force people to rush helter-skelter into producing outcomes that are irrelevant and impractical, it’s time to take a breather. It’s time to exhale stale, old ideas. And, inhale new inspiration for joyful living that produces quality outcomes.</p> <p>In this course you will learn how to organize your life for more productive living, find hidden moments in relishing down time to better rebalance energy levels, setting goals and establishing routines to create efficient environments and adapt and use time-honored plus new planning and organizational tools to maximize personal productivity.</p>
<b>Presentation Skills</b>	<p>Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person’s career. This course will give you some presentation skills that will make speaking in public less terrifying and more enjoyable. Topics that you can look forward to include creating a compelling program, using various types of visual aids, and engaging the audience.</p>
<b>Proposal Writing</b>	<p>A good proposal doesn’t just outline what product or service you would like to create or deliver. It does so in such a way that the reader feels it is the only logical choice.</p> <p>This course will take you through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proof-reading; to creating the final, professional product.</p>
<b>Time Management</b>	<p>Time management training most often begins with setting goals. These goals are recorded and may be broken down into a project, an action plan, or a simple task list. Activities are then rated based on urgency and importance, priorities assigned, and deadlines set. This process results in a plan with a task list or calendar of activities. Routine and recurring tasks are often given less focus to free time to work on tasks that contribute to important goals.</p> <p>This entire process is supported by a skill set that should include personal motivation, delegation skills, organization tools, and crisis management. All of this will be covered in this course.</p>