

## SOCIAL SKILLS IN THE WORKPLACE

*“Build Strong Connections, Communicate Effectively, and Thrive in Professional Environments.”*

### Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

### Introduction

Success in today’s professional environment is not only defined by technical expertise but also by the ability to communicate, collaborate, and maintain positive workplace relationships. Strong social skills enable individuals to work effectively in teams, handle challenges gracefully, and contribute to a healthy organizational culture.

The Social Skills in the Workplace course equips participants with practical strategies to develop interpersonal effectiveness, build strong relationships, and communicate professionally. Through interactive exercises, role-playing, and real-world scenarios, participants will learn how to foster collaboration, navigate workplace dynamics, and create a positive impact on colleagues and the organization.

### Objectives

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

- Understand the importance of social skills in professional settings.
- Develop effective communication, listening, and feedback skills.
- Build positive working relationships with colleagues, clients, and stakeholders.
- Navigate workplace dynamics and manage interpersonal challenges.
- Apply emotional intelligence to enhance workplace interactions.
- Collaborate effectively within teams and across departments.
- Demonstrate professionalism and etiquette in diverse work environments.
- Foster a respectful, inclusive, and productive workplace culture.

## Why Attend

Strong social skills improve workplace relationships, team collaboration, and individual career growth. This course provides practical techniques to enhance communication, collaboration, and interpersonal effectiveness, enabling participants to contribute positively to their teams and organizations.

## Target Audience

This course is suitable for:

- Professionals at all levels seeking to enhance workplace interactions
- Team Leaders and Supervisors
- HR and Administrative Staff
- Customer-Facing Staff
- Anyone aiming to improve interpersonal effectiveness in professional settings

## Individual Benefits

- Improve communication, listening, and relationship-building skills.
- Enhance teamwork, collaboration, and influence within the workplace.
- Increase confidence in managing professional interactions.
- Develop emotional intelligence and conflict-handling capabilities.
- Strengthen personal effectiveness and professional image.
- Build a positive reputation and credibility within the organization.

## Organizational Benefits

- Enhance team cohesion, collaboration, and productivity.
- Reduce conflicts and improve workplace harmony.
- Foster a respectful, inclusive, and professional organizational culture.
- Strengthen employee engagement, morale, and performance.
- Improve customer relations through better interpersonal interactions.
- Build a culture of effective communication and collaboration organization-wide.

## Instructional Methodology

The course employs a practical, interactive approach through:

- Facilitator-led discussions on workplace social skills and best practices
- Role-playing exercises for effective communication and conflict resolution
- Case studies and scenarios to apply social skills in real situations
- Group workshops for collaboration, networking, and relationship-building
- Continuous feedback, reflective exercises, and interactive Q&A sessions

## Course Outline

Module 1: Introduction to Workplace Social Skills

Module 2: Effective Communication – Verbal, Non-Verbal, and Listening Skills

Module 3: Building Positive Workplace Relationships

Module 4: Emotional Intelligence and Interpersonal Effectiveness

Module 5: Teamwork, Collaboration, and Influence

Module 6: Conflict Management and Navigating Challenges

Module 7: Professionalism, Etiquette, and Workplace Ethics

Module 8: Networking and Relationship-Building Strategies

Module 9: Case Studies of Successful Workplace Interactions

Module 10: Capstone Project – Developing a Personal Workplace Social Skills Plan

## Certification

Upon successful completion, participants will receive a Certificate in Social Skills in the Workplace, recognizing their expertise in communication, interpersonal effectiveness, and professional relationship-building.

## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

### In-House / Customized Training

Interested in running this course for your team?

Please contact us:

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