

# Staff Training Program Skills

**Course Duration: 08 Hours**

**Course Code: STPS**

## 1. Course Overview

The **Staff Training Program – Soft Skills** is designed to enhance interpersonal, communication, and professional behavior skills essential for workplace success. This program focuses on building confidence, improving teamwork, and developing a positive attitude to help employees perform effectively in a corporate environment.

## 2. What You'll Learn

- Effective verbal and non-verbal communication
- Professional email and business etiquette
- Team collaboration and relationship building
- Time management and productivity skills
- Problem-solving and decision-making techniques
- Leadership and adaptability in the workplace
- Conflict resolution and stress management

## 3. Target Audience

- Working professionals across all industries
- Freshers and entry-level employees
- Team leaders and supervisors
- Customer-facing roles (sales, support, HR)
- Anyone looking to improve workplace behavior and communication

## 4. Pre-Requisites

- No technical background required
- Basic understanding of workplace environment
- Willingness to learn and improve interpersonal skills

## 5. Course Content

### **Module 1: Communication Skills**

- Verbal & non-verbal communication
- Active listening techniques

### **Module 2: Business Etiquette**

- Email writing & professional communication
- Workplace manners and grooming

### **Module 3: Teamwork & Collaboration**

- Building strong work relationships
- Working in teams effectively

### **Module 4: Time Management**

- Prioritization techniques
- Goal setting and productivity tools

### **Module 5: Problem Solving & Decision Making**

- Analytical thinking
- Real-life case studies

### **Module 6: Leadership Skills**

- Leadership styles
- Motivation and influence

### **Module 7: Stress & Conflict Management**

- Handling workplace pressure

- Conflict resolution strategies

