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## ***Soft Skills for Techies.***

Soft skills are increasingly becoming the hard skills of today's workforce. It's just not enough to be highly trained in technical skills, without developing the softer, interpersonal and relationship-building skills that help people to communicate and collaborate effectively.

The workplace has evolved as an interpersonal dynamic that can't be ignored. The acts of listening, presenting ideas, resolving conflict and fostering an open and honest work environment all come down to knowing how to build relationships with people.

Soft skills are more critical than ever to your success and bring your performance to life.

### **Key Objectives:**

- **Communication skills** – Being able to actively listen to others and articulate your ideas in writing and verbally to any audience in a way where you are heard and you achieve the results you intended.
- **Team skills** – Creating and motivating a high performing team with people of varied skills, personalities, motivations, and work styles.
- **Interpersonal relationship skills** – Become more effective at building trust, finding common ground, having emotional empathy, and ultimately building good relationships with people at work and in your network.
- **Meeting Management and Facilitating skills** – Being able to coordinate and solicit well represented opinions and feedback from a group with diverse perspectives to reach a common, best solution.
- **Influencing skills** – Building buy-in to an idea, a decision, an action, a product, or a service. How to gain willing cooperation and win-win outcomes.
- **Leadership skills** – Defining and communicating vision and ideas that inspires others to follow with commitment and dedication.
- **Mentoring / coaching skills** – Providing constructive feedback, wisdom and guidance that can help others raise performance and unlock potential. How to encourage accountability and ownership for making things happen.
- **How to deal with difficult personalities** – Being able to still achieve the work result needed while working with someone whom you find difficult.
- **How to deal with challenging/unexpected situations** – Stay calm and effective when faced with an unexpected or difficult situation. Think on your feet and articulate thoughts confidently and competently even under intense pressure.

**Programme Duration:** Two full day, 9.00am-4.30pm

### **Who should attend?**

This programme is ideal for anyone from a digital, technical, finance, engineering or scientific background who recognises that their human engineering skills are equally if not more important than their technical engineering knowledge.

# A selection of feedback from participants

Excellent course content, with detailed handouts and presentations.

A very informative course that makes you think about simple things to help achieve a better working environment.

Great session, brilliantly delivered.

Having not really managed before – but even if you have this course is invaluable!

Really valuable learning that will help me in my future.

Useful and an eye-opener. It also reaffirmed some of the values and beliefs I know are good and I should do more of.

Reassuring, informative, well structured, and educational.

Very informative, there are many helpful tips and suggestions about effective leadership that can be used to develop a high performing team.

Really good on how to work well at your workplace. It will help you get the best out of you and your team.

Really useful in helping new managers understand their role as the head of the team.

A good refresher to previous learning. Resources are very welcome as a reminder after the course.

Informative, fun and well executed.

Really informative and helped me to understand parts of being a leader a lot better.

Very enjoyable and well set out with the small group works.

Very helpful for new managers.

A great taster to get you thinking about different leadership styles and the components of good leadership.

Enlightening.

Excellent course materials!

Really informative and thought provoking.

Really helpful in providing principles for encouraging a team.

Performance Development Group  
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