



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 09 November 2025 To 13 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

Interpersonal skills are critical for success in any professional environment. This 5-day course is designed to equip participants with essential communication tools, enhance their emotional intelligence, and improve their ability to work effectively in teams. Through a combination of theoretical knowledge and practical exercises, attendees will develop skills to foster productive and positive relationships in the workplace.

## Objectives

- Improve verbal and non-verbal communication skills.
- Enhance emotional intelligence and empathy.
- Develop conflict resolution strategies.
- Strengthen teamwork and collaboration capabilities.
- Increase confidence in professional interactions.

## Course Outlines

### Day 1: Understanding Interpersonal Skills

- Introduction to interpersonal skills and their importance in the workplace.
- Identifying personal strengths and areas for improvement.
- Understanding the role of perception in communication.
- The basics of active listening and its impact on communication.
- Exercises for recognizing and interpreting non-verbal cues.

### Day 2: Communication Skills

- Exploring different communication styles and their effectiveness.
- Role-playing exercises to practice active listening.
- Developing clarity and conciseness in verbal communication.
- Practicing assertiveness in professional interactions.
- Assessing and adapting communication strategies to diverse audiences.

### Day 3: Emotional Intelligence and Empathy

- Understanding emotional intelligence and its components.
- The role of empathy in interpersonal relationships.
- Identifying emotions and triggers in oneself and others.
- Exercises to enhance self-awareness and self-regulation.
- Building empathy through perspective-taking activities.

### Day 4: Conflict Resolution and Problem Solving

- Identifying causes of conflict in the workplace.
- Strategies for effective conflict resolution.
- Collaborative problem-solving techniques.
- Role-playing conflict scenarios for skill application.
- Developing negotiation skills for win-win outcomes.

## **Day 5: Teamwork and Collaboration**

- Understanding the dynamics of effective teamwork.
- Building trust and cooperation within teams.
- Fostering an inclusive team environment.
- Team exercises to promote collaboration and creativity.
- Action planning for applying interpersonal skills in the workplace.