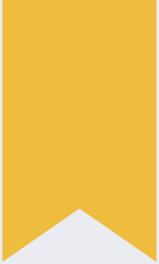


Must-Have Soft Skills in 2023




SOFT
SKILLS



2023 is just around the corner. It is time to prep up and face the new year that comes with new challenges. Our expertly built Must-Have Soft Skills in 2023 bundle will help you to get a jump start and accelerate your career.

Your resume should highlight your soft skills if you're applying for a job or advancing your career. Communicating effectively, presenting your ideas intelligently, negotiating effectively, and speaking effectively are all essential skills if you want to succeed.

Below is a preview of the soft skills we'll explore:

- **Presentation Skills**
 - **Negotiation Skills**
 - **Communication Skills**
 - **Public Speaking**
- 

Course Content Overview

Presentation Skills



Course Coverage

Professionals across all industries require proficiency in presentation skills if they are to be successful. Some people find this challenging, while others find it easy. Presentation skills can be acquired by following a few basic strategies. This Presentation Skills course will teach you all the necessary methods to improve your presentation mastery.

You will receive practical presentation guidelines throughout the course and assistance in preparing and structuring your presentation in an eye-catching manner. Furthermore, we will provide tips on how to make your presentation more appealing using slides and visuals. The best thing we can do for you is teaching you to beat stress and nervousness during a presentation ceremony if you are very nervous about it. Also, it is important to ensure that you are able to gain the audience's attention during a presentation, and you will get tips in this Presentation Skills course about how to make your exhibition eye-catching and mind-hunting to the audience.

Some expert course designers have designed this "Presentation Skills" course to provide you with the best learning experience possible. Our goal is for you to learn and apply the lessons from this course to improve your skills to be successful in your career.

No further delay. Enrol Now!



Module One: Preparing And Structuring Your Presentation

Presentation skills are among the most important skills a person can acquire during a career. As you advance in your career, you will spend more time presenting to colleagues, customers, clients, investors, and the general public. Good presentation skills will also help you in your education. You will learn how to prepare and structure your presentation in this lesson.

Key Topics:

- What is a presentation
- Purpose of presentation
- The 3 Key Stages of Preparation
 - Collecting Information
 - Editing Your Material
 - Preparing Notes
- The Structure of The Presentation
 - Beginning Or Introduction
 - Middle Or Main Themes
 - Ending Or Summing Up
- Making A Positive First Impression

Module Two: Practical Presentation Pointers & Design Tips

Sometimes, the way of presenting a topic makes it more lucrative. In many cases, dull issues seem interesting to the audience because of how they are represented. This lesson aims to help you learn practical presentation pointers and give you design tips to make a presentation interesting to the audience..

Key Topics:

- Why Is The Presentation Style More Important?
- Practical Presentation Pointers
 - Appearance, Attitude & Body Languages
 - General Manner & Body Language
 - Clarity of Objectives
 - Using Your Eyes
 - One Thought Technique
 - Scanner Technique
 - Using Your Voice
 - Presenting with Proximity, Passion & Participation
- Practical Presentation Design Tips
 - Delivery Problems Presenters' Experience
 - What's The Purpose of Your Presentation
 - Who Are The Audience?
 - What Is My Content?
- The Importance of Preparation

Module Three: Stress & Presentation

This lesson aims to help you deal with stress before your presentation. You will learn how to develop strong confidence and prepare yourself on stage.

Key Topics:

- Stress in Presentation
- Tips for Reducing Your Stress in Presentation
 - More Preparation
 - Visualise Your Success
 - More Practice
 - Remember to Breathe
 - Move Around
 - Pretend to Be Confident
- How to Rationalise
 - Control
 - Understand
 - Building Confidence
- Dealing Positively with Nervousness
 - Uncontrolled Nervousness Is Infectious
 - Having A Warm-up Routine Is Beneficial
 - Nervousness Is Not a Good Thing To Fight With
 - Being Easy with Your Body
 - Take Deep Breaths
 - Take A Brisk Walk
 - Develop The Habit of Positive Self-talk
 - Be The Performer
- Develop A Confidence Habit
- How to Prepare Yourself on Stage
 - At The Beginning
 - Slow Down
 - Speak Up
 - Stop Bellowing

Module Four: Important Steps for A Good Presentation

There are some factors that every speaker or presenter should consider to prepare for an engaging presentation. This lesson aims to help you learn these important factors and help you to understand the ideal procedure for preparing a good presentation.

Key Topics:

- Identifying Your Audience
 - Research to Know
 - Present with Impact
- How to Concentrate on Your Core Message
 - Knowing Your Purpose
 - Focusing on Three Supporting Details
 - Editing Anything That Doesn't Fit
 - Cutting Out Excess Stories And Examples
 - Concise Your Explanations
- Using Your Eyes While Presenting
 - Seeing Requires Skill
 - Challenges for Scanning
 - Controlling Your Visual Attention
- How to Improve Your Tone of Voice
 - Energy, Enthusiasm & Expression
 - To Add Energy
 - To Add Enthusiasm
 - To Add Expression
- How to Sound More Powerful And Positive
 - To Sound More Positive
 - To Sound More Powerful
- Relax, Breathe And Enjoy

Module Five: Using Slides and Visuals

The lesson is designed to teach you how to create slides and visuals for the presentation. You will learn all the rules and tips to create a professional slideshow.

Key Topics:

- Slides in Presentations
- Tips for Great Slides And Visuals
- Remembering The 10-20-30 Rule for Slideshows
- Adapting Information for Slide Shows

Module Six: Handling Challenging Questions & Situations

It is only natural for the audience to ask questions during a presentation. There is no doubt about that. Thus, as a presenter, you should prepare yourself for the possibility of encountering unwanted situations during the question and answer session. This lesson is designed to help you handle challenging questions and concerns.

Key Topics:

- Handling Questions And Answers
 - Turning to Two-way Communication
 - Listen Actively
 - Decide If You Want To Answer Or Not
 - Rephrase The Question
 - Not Knowing The Answer
 - When You Answered the Question Before
 - Provocative Statements
 - Questions for Show Off
 - Avoiding Probing Questions
 - Notifying The Time of Asking
 - Realising The Questions
- Handling Challenging Presentation Situations
 - A Decision That May Not Be Popular
 - Giving Bad News to A Group
 - Handling Aggressive Or Hostile Questioners



Module Seven: 6-Step Process for Delivering Your Presentation

There are some factors that every speaker or presenter should consider to deliver an engaging presentation. This lesson aims to help you learn these important factors and help you to understand the ideal procedure for performing a good presentation.

Key Topics:

- Delivering A Proper Presentation
- Effective Presentations
- An Overview of The Process
 - The Introduction
 - Give Them A Good Reason for Listening
 - Trail The Themes
 - Develop The Themes
 - Summarise
 - Respond to Questions

Module Eight: Projecting A Professional Image

Presenters need to conduct themselves professionally during presentations. In terms of appearance and etiquette, a presenter or speaker should always appear authoritative. This lesson aims to teach you how to project a professional image in the presentation.

Key Topics:

- The Importance of A Positive First Impression
 - Appearance
 - Attitude
 - Clarity And Direction
 - Some Tips for The First Impression
 - Be Flexible
 - Be Specific With Your Language
- Opening And Ending with A Powerful Effort
 - Make Your Message Memorable
 - Ending With Making Memories



Aims of The Training:

By the end of the course, you will be able to -

- Learn how to prepare and structure your presentation
- Know how to handle stress during presentations
- Discover how to deliver a good presentation
- Explore the 6-step process for an effective presentation
- Get tips on how to present a professional image



Course Content Overview

Negotiation Skills



Course Coverage

We live in a tough world today. Poor negotiation skills will negatively affect you. For the same service you provide, your colleagues will get higher pay and rewards simply because you couldn't negotiate your contract better.

Negotiation skill is one of the most important skills you must master, whether you are negotiating business deals or managing people at work.

Now is the time to learn these skills if you want to advance in life so badly! Even a small improvement in your skill can make a big difference in your life, regardless of whether you're a beginner or a veteran negotiator.

The instructor has divided this course into eight modules. Negotiation phases and dilemmas will be discussed first. Next, you will learn about experts' preparation process when negotiating. You will then learn how to lay the groundwork, set the time and place, establish common ground, and lay out a framework for the important deal you are negotiating.

Afterwards, the course will discuss the three phases of the negotiation and teach you how to deal with difficult people and situations. Last but not least, you will learn how to negotiate over the phone, via email, or on behalf of someone else.

Module One: An Understanding of Negotiation

You will learn the definition, types, and phases of the negotiation and will also learn to develop negotiation skills from this lesson.

Key Topics:

- What Is a Negotiation?
- Types of Negotiations
- The Three Phases of Negotiation
- Skills for Successful Negotiating
- Five Negotiation Dilemmas



Module Two: The Preparation Process

You will learn to prepare yourself by using WATNA and BATNA while negotiating with others. You'll also know how to identify your WAP and ZOPA from this lesson.

Key Topics:

- Getting Prepared
- Establishing Your WATNA and BATNA
- Identifying Your WAP
- Identifying Your ZOPA
- Personal Preparation

Module Three: Building The Foundation

In this lesson, you will learn how to maintain time and place during negotiations. You will also learn about the negotiation process and how to construct a negotiation framework.

Key Topics:

- Laying the Groundwork
- Setting the Time and Place
- Establishing Common Ground
- Creating a Negotiation Framework
- The Negotiation Process

Module Four: Phase One – Exchanging Information

This lesson will teach you how to share, keep, and exchange information. You'll also learn effective, engaging methods during negotiation.

Key Topics:

- Information Exchange
- Engaging During Negotiation
- What to Share
- What to Keep to Yourself



Module Five: Phase Two – Bargaining

This lesson will teach you how to bargain and take decisions during negotiation. You'll also learn some techniques for better negotiation.

Key Topics:

- What to Expect
- Techniques to Try
- Ten Negotiation Techniques
- How to Break an Impasse
- Mutual Gain
- Creating a Mutual Gain Solution
- What Do I Want?
- What Do They Want?

Module Six: Phase Three – Closing

This lesson will teach you how to make an agreement and what information should be included in the agreement.

Key Topics:

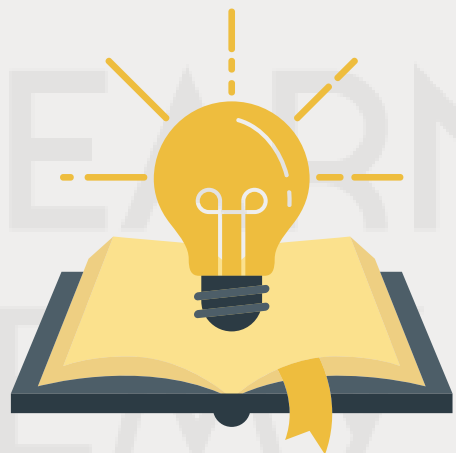
- The Final Phase
- Considering Implementation
- Reaching Consensus
- Building an Agreement
- Setting the Terms of the Agreement

Module Seven: How To Deal With Difficult Situations

In this lesson, you will learn some strategies for coping with difficult situations and people. upon completion of this module, you will be able to determine when to walk away from a negotiation & how to deal with passive-aggressive personalities.

Key Topics:

- Dealing with Personal Attacks
- Controlling Your Emotions
- Deciding When It's Time to Walk Away
- Handling Passive-Aggressive Personality



Module Eight: Adapting Negotiation By Communication

You will learn how to negotiate through phone, email and different ways. You will also know how to answer complicated questions and how to negotiate based on the situations from this lesson.

Key Topics:

- Adapting the Process for Smaller Negotiations
- Negotiating via Telephone
- Negotiating via Email
- Negotiating on Behalf of Someone Else
- Choosing the Negotiating Team
- Covering All the Bases
- Dealing with Tough Questions

Aims of The Training:

By the end of the course, you will be able to -

- Discover the three phases of negotiation
- Identify areas of commonality
- Negotiate effectively by mastering the art of bargaining
- Find out how to handle personal attacks and control your emotions
- Know when to walk away from a negotiation
- Adapt to negotiate through telephone, email or on behalf of someone else
- Learn how to negotiate based on the situation



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Course Content Overview

Communication Skills



Course Coverage

Are you an introvert? Would you like to communicate more effectively in business meetings and projects? Then, this communication skills course will help you learn how to interact with different groups of people. In this course, students will learn about the factors that contribute to effective communication. Different personality types and behaviour styles will be discussed. This will help you to build rapport with anyone.

Module One: Introduction to Communication

This module will introduce you to the basics of communication. After completing this module, you will be able to know how to listen actively and maintain a good rapport which will help you hone your communication skill.

Key Topics:

- What is Communication?
- Categories of Communication
- The Communication Process
- The Importance of Listening
- Types of Listening
- How to Listen to Understand
- Definition of Rapport
- 6 Quick Ways to Sharpen Your Rapport

Module Two: Understanding Behaviour Styles & Personality Types

This lesson will familiarise students with the theories and laws of motivation concisely.

Key Topics:

- Definition of Social Style
- The Assertive Scale
 - Tendency to Yield
 - Tendency to Dominant
- The Sociability Scale
 - Intense Sociability
 - Limited Sociability
- How to Understand Behavioural Styles & Personality Types
- Characteristics of Behavioural Styles
 - Analytical
 - Analytical Strengths
 - Analytical Weaknesses
 - Driver
 - Driver's Strengths
 - Driver's Weaknesses
 - Amiable
 - Amiable Strengths
 - Amiable Weaknesses
 - Expressive
 - Expressive Strengths
 - Expressive Weaknesses



Module Three: Overcoming Communication Barriers

The goal of the lesson is to identify and understand the barriers to communication and how to overcome them.

Key Topics:

- Knowing About Communication Barriers
 - Barrier from The Sender
 - Barriers From The Receiver
 - Other Barriers to Communication
 - Language
 - Psychological
 - Frames Of Reference – Bias, Prejudice
 - Physical Environment
 - Human Disability
 - Organisation Structure
- Overcoming Barriers to Communication
 - Think Before Speaking
 - Check to Understand
 - Pitfalls to Avoid when Communicating Messages

Module Four: Asking Questions

In this lesson, you will learn how to build better relationships by asking and understanding questions during communication.

Key Topics:

- Types of Questions
 - Open Questions
 - Closed Questions
- Facts During Finding Questions
 - Clarifying Questions
 - Developmental Questions
 - Testing Questions
 - Mirror Questions
 - Closing Questions
- All Different Questions
 - Advanced Questioning
 - Categorising Questions
 - WOQ (Wide Open Questions)
 - NOQ (Narrow Open Questions)
 - TOQ (Two Option Questions)
 - SOQ (Single Option Questions)
- Putting All Together in a Funnel



Module Five: Learning to Communicate Assertively

The goal of the lesson is to identify and understand the barriers to communication and how to overcome them.

Key Topics:

- The Levels of Learning
 - Level One: Unconscious Incompetence
 - Level Two: Conscious Incompetence
 - Level Three: Conscious Competence
 - Level Four: Unconscious Competence
- Communicate Assertively
 - Passive Behaviour
 - Aggressive Behavior
 - Passive- Aggressive Behaviour
 - Assertive Behaviour
- The Assertive Body Language

Aims of The Training:

By the end of the course, you will be able to -

- Learn Different Categories of Communication Skills
- Realise the Importance of Listening
- Understand the Behaviour Styles & Personality Types
- Recognise How Asking Is the Key Factor for Communication
- Identify How to Overcome the Communication Barriers
- Learn to Communicate Assertively



Course Content Overview

Public Speaking



Course Coverage

Public speaking can be learned by anyone. If you are a coach, manager, teacher, or business professional, you need public speaking skills. The ability to influence your peers through speech is one of the most important skills for becoming a good leader and motivator.

If you have anxiety about public speaking, this is your chance to take the bull by the horns. This Public Speaking Course will help you become a confident and persuasive speaker. It includes lessons, exercises, and practical advice that will teach you how to speak in public with ease.

Public speaking is one of the scariest things people have to do. No matter how prepared you are, when the time comes, you will be filled with anxiety. This is why you need a Public Speaking Course. Our course will teach you how to take care of your nerves and teach you how to analyse your audience

The goal of this course is to teach you how to identify your audience and deliver engaging speeches. It includes a dedicated module to help you overcome your fear of public speaking. If you deliver presentations and public speeches, hopefully, you will never feel butterflies in your stomach or get stuck while delivering your speech. Additionally, you'll learn how to conclude a speech effectively.

Module One: The Importance of Public Speaking

This lesson aims to help you identify the importance of Public Speaking and how you can improve your public speaking skills.

Key Topics:

- What is Public Speaking?
- Why is Public Speaking Important?
- How to Improve Public Speaking Skills?



Module Two: Preparation for Public Speaking

This lesson aims to help you prepare for better public speaking by analysing your audience. This lesson will also cover all the essential points you should know before giving a speech, including how to deal with anxiety.

Key Topics:

- Preparing to Speak Publicly
- How to Deal with Anxiety
- Who Will Be The Audience?
- Choosing The Topic
- Using Supporting Materials for Speech
- What Will Be the Setting?

Module Three: How to Start An Impressive Speech

This lesson aims to help you better understand the first impression methods for starting a speech or presentation. In addition, the lesson covers important aspects of public speaking research and scripting.

Key Topics:

- Using Your Research
- Outlining Your Speech
- Organising Your Speech
- Body Parts of Speech
- First Impression & Methods to Start Your Speech

Module Four: How to Keep Your Audience Hooked

This lesson aims to help you understand how to keep your audience connected during your speech. With the help of this module, you will be able to learn the importance of introducing your topic & major sub-points.

Key Topics:

- How to Start With An Attractive Introduction
- The Methods to Get Audience's Attention
- Stating Your Credentials
- Introducing Your Topic
- Introducing Your Major Sub-Points



Module Five: How to Overcome The Fear of Public Speaking

This lesson aims to help you overcome your fear when giving a public speech. The lesson will also teach you how to be prepared and build confidence in front of an audience.

Key Topics:

- Defining Fear in Public Speaking
- Believing Yourself
- The Fear of Fear Itself
- Pretending to Be Confident
- Taking A Deep Breath
- Being Prepared
- Making It Personal

Module Six: How to End A Speech

This lesson aims to teach you how to end a speech properly. This lesson elaborates on the importance of conclusion and the technical process of concluding public speaking.

Key Topics:

- Why is A Conclusion Important?
- Restating Your Speech
- Summarising Your Major Points
- Providing The Closure
- Calling The Audience to Action
- Being Brief to The Audience
- How to Make A Conclusion



Aims of The Training:

By the end of the course, you will be able to -

- Learn how to deal with anxiety
- Prepare to speak publicly by analysing your audience
- Learn how to make a good first impression
- Become an expert at giving engaging speeches
- Know how to properly conclude a speech



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