

The Difference is *Atassh Consultants*

Transforming Lives through Training & Development. Since 1991.

Revised Module: CORPORATE SOFT SKILLS:

1 & 2	Self-Disclosure and Emotional Intelligence:	<ul style="list-style-type: none">• What is Emotional Intelligence?• What is Emotional Quotient?• Emotional Enlightenment and Business.• Emotional Literacy.• Miscommunication.• Validation.• Importance of Emotions.• Human Emotional Needs.• Levels of Emotional Awareness.• Managing Negative Emotions.• Expressing Negative Feelings.• Conflict Resolution.• Developing Your EQ.
3	Business Communication Skills:	<ul style="list-style-type: none">• Objectives of Improving Communication Skills.• Effective Communication Skills.• Verbal Communication.• Good Questioning.• Non-Verbal Communication.• Some Common Gestures & Their Meanings.• Listening Skills.• Written Communication Skills.• Meeting Communication Skills.• Presentation Skills.• Presentation Checklist.• Telephone Communication Skills.
4	Time Management:	<ul style="list-style-type: none">• An Overview.• Description of Time Management.• Four Generations of Time Management.• Identifying and Eliminating Time Wasters.• Strategies for Time Management.• Time tested, Time Management Tips.• Decision Making.• Making Commitments and Meeting Deadlines.

5	Leadership and Team Building:	<ul style="list-style-type: none">• Leadership & Management.• Leadership Qualities.• Leadership Behavior.• Leadership Questions & Answers.• Advice for Leaders.• Team Building.• Basic Team Organization & Characteristics.• Team Motivation.• Empowering People.• Conditions for Effective Team Building.• Conflict Management.• Perfecting your Leadership Qualities.• Test your Leadership IQ.
6	Customer Relationship Management (CRM):	<ul style="list-style-type: none">• What is Customer Relationship Management?• Why Customer Relationship Management?• How to Achieve a Better & Stronger Relationship with your Customer?• How to Achieve Customer Delight?• How to Deal with Difficult Customer?• Customer Focused Selling.