MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Investment and Career Development

Ten Soft Skills You Need

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2869	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

Having the technical skills and knowledge to successfully execute your job duties is only one part of being the best you can be in the workplace. In addition to these “hard” skills, we also need “soft” skills. Soft skills are those skills which allow us to effectively work with others. No matter what your position, organization, or industry, you work with people! Taking the time to build effective soft skills can contribute to a more efficient, more harmonious, and more productive workplace, as well as to your own overall job happiness and satisfaction.

Course Outcomes

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let’s review our goals for today.

At the end of this workshop, participants should be able to:

- Discuss how soft skills are important to success in the workplace
- Understand the 10 key soft skills everyone should have
- Use soft skills to relate more effectively to others in the workplace
- Understand how to use soft skills to communicate, problem-solve, and resolve conflict
- Apply soft skills to specific situations

Course Outline / Curriculum

Module One: Getting Started

- Workshop Objectives

Module Two: What are Soft Skills?

- Definition of Soft Skills
- Empathy and the Emotional Intelligence Quotient
- Professionalism
- Learned vs. Inborn Traits
- Case Study
- Module Two: Review Questions

Module Three: Communication

- Ways We Communicate
- Improving Nonverbal Communication
- Listening
- Openness and Honesty
- Case Study
- Module Three: Review Questions

Module Four: Teamwork

- Identifying Capabilities
- Get Into Your Role
- Learn the Whole Process
- The Power of Flow
- Case Study
- Module Four: Review Questions

Module Five: Problem-Solving

- Define the Problem
- Generate Alternative Solutions
- Evaluate the Plans
- Implementation and Re-Evaluation
- Case Study
- Module Five: Review Questions

Module Six: Time Management

The Art of Scheduling

- Prioritizing

- Managing Distractions
- The Multitasking Myth
- Case Study

Module Six: Review Questions

Module Seven: Attitude and Work Ethic

- What Are You Working For?
- Caring for Others vs Caring for Self
- Building Trust
- Work Is Its Own Reward
- Case Study
- Module Seven: Review Questions

Module Eight: Adaptability/Flexibility

- Getting Over the Good Old Days Syndrome
- Changing to Manage Process
- Changing to Manage People
- Showing You're Worth Your Weight in Adaptability
- Case Study
- Module Eight: Review Questions

Module Nine: Self-Confidence (Owning It)

- Confident Traits
- Self-Questionnaire
- Surefire Self-Confidence Building Tactics
- Build Up Others
- Case Study
- Module Nine: Review Questions

Module Ten: Ability to Learn

- Wow, You Mean I'm Not Perfect?
- Listen with an Open Mind
- Analyze and Learn
- Clear the Air and Don't Hold Any Grudges
- Case Study
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Module Ten: Review Questions

Module Eleven: Networking

- Redefine Need
- Identifying Others' Interests
- Reach Out
- When to Back Off
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairobi,
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Ten Soft Skills You Need
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____