

## Ten Soft Skills You Need Course Details

Department: Investment & Career Development

Presented by Magna Skills Development Institute

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Training Coordinator: Denis Wunganayi



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The banner features a blue background with a white arrow pointing right. On the right side, there is a photograph of three people (two women and one man) sitting around a table, looking at a laptop screen. The Magna Skills logo and website URL are in the top right corner. The services list is on the left, and the website information is at the bottom left. There are decorative dotted patterns in the top left and bottom right corners.

## Course Summary

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 Objectives

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

### 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
- 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



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## Company Overview

**Who We Are:** Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

**Our Mission:** To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

**Our Vision:** To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

## Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

## Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

## Why Choose Magna Skills?

- Experienced Trainers
- Customized Training Solutions
- Interactive Learning
- Global Recognition
- Proven Track Record

## Request for Training Form

Complete the form and share with Magna Skills Support Team on email [info@magnaskills.com](mailto:info@magnaskills.com) or Send Whatsapp on: +27630079022

Approval & Authorization	
Applicant Details	Course Details
First Name:	Course Name:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[ ____ ] Face to Face [ ____ ]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.