



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 09 August 2026 To 13 August 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

Building effective relationships in the workplace is crucial for personal success and organizational growth. This five-day professional course is designed to equip participants with the skills and knowledge necessary to establish and maintain positive and productive workplace relationships. Through interactive sessions, participants will explore strategies to enhance communication, collaboration, and conflict resolution skills, ultimately fostering a more harmonious and efficient work environment.

### Objectives

- Understand the importance of workplace relationships and their impact on organizational success.
- Learn techniques to enhance communication and active listening skills.
- Develop strategies for effective collaboration and teamwork.
- Identify and resolve workplace conflicts effectively.
- Foster a positive and inclusive workplace culture.

## Course Outlines

### Day 1: Introduction to Workplace Relationships

- Definition and significance of workplace relationships
- Different types of relationships at work
- The role of emotional intelligence in relationships
- Self-assessment: Evaluating personal relationship-building skills
- Setting personal goals for the course

### Day 2: Enhancing Communication Skills

- Principles of effective communication
- Active listening techniques
- Non-verbal communication and its impact
- Communicating with clarity and purpose
- Building rapport with colleagues

### Day 3: Collaborative Work and Team Dynamics

- Understanding team dynamics and roles
- Building trust among team members
- Encouraging diverse perspectives and inclusivity
- Tools for effective team collaboration
- Case studies: Successful team collaboration

### Day 4: Conflict Resolution and Management

- Identifying common sources of workplace conflict
- Strategies for conflict resolution
- Negotiation skills for resolving differences
- Maintaining professionalism during conflict

- Role-playing exercises in conflict resolution

### **Day 5: Cultivating a Positive Workplace Culture**

- Characteristics of a positive workplace culture
- Encouraging open communication and feedback
- Recognizing and rewarding positive behaviors
- Promoting work-life balance and well-being
- Action plan: Implementing change in your workplace