



## **Course Name: Soft Skill Training & Development Program**

### **Who should attend?**

- Business Analysts, Systems Analysts, Data Modelers and Data Analysts, Project Managers, Business and IT Professionals.
- Subject Matter Experts and anyone involved in elicitation, critical thinking, problem solving, decision making, business cases, communicating business requirements and business decisions or leading change.

### **Learning Outcomes:**

The right attitude and skillset apart from the technical know-how becomes important. Yashika's Soft Skill training initiatives play a vital role as it increases productivity and credibility with customers. It teaches the problem solving skills which is useful in every role and grow as a self-confident individual by mastering inter-personal, team management, and leadership skills.

### **Course Duration:**

15 Hours

### **Course Pedagogy:**

#### **Module A: Getting Started**

- Housekeeping items
- Pre-assignment review
- Business Analysis from an enterprise 360 degree perspective
- Workshop Objectives
- Action Plan
- Defining customer and business value
- Agile business analysis

#### **Module B: Soft Skills**

- What are soft skills?
- Emotional Intelligence
- Professionalism
- Learned vs Inborn traits
- Business case

#### **Module C: Problem Solving**

- Approach to problem solving
- Problem based statement technique
- SWOT Methodology

- Critical-factor analysis
- Brainstorming
- Case Study

### **Module C: Team Building**

- Team building activities
- Identifying capabilities
- Get into your role
- Learn the whole process
- The Power of Flow
- Case Study

### **Module D: Communication**

- Ways we communicate
- Assertive communication
- Business Communication
- Importance of Verbal & Non Verbal communication
- Listening
- Presentation Skill
- Case Study

### **Module E: Business Etiquette**

- Importance of Business Etiquette
- Attitude and work ethic
- What Are You Working For?
- Caring for Others vs. Self
- Building Trust
- Case Study

### **Module F: Stress Management**

- Become aware of your stressors
- Learn to quickly reverse your stress response
- Control of your mind body and soul
- Put positive psychology into action
- Cultivate healthy relationship
- Case Study

### **Module G: Management Skills**

- Time Management
- Leadership management
- Interpersonal Skills
- Work Life Balance
- Sales Management
- Case Study

### **Module G: Skills**

- Delegation Skill
- Conflict Resolution
- Customer service
- Campus to Corporate
- Negotiation Skill
- Case Study

### **Module H: Personality Development**

- Self confidence
- Ability to learn from criticism
- Networking
- Case Study

### **Module I : Train the Trainer**

- Case Study
- Wrap Up

