

MMM Training Solutions

Soft Skills Training for Students



Contact Details

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Overview:

With Soft Skills being the need of the hour, MMM Training Solutions (www.mmmts.com) is taking the initiative to hold workshops to help aspiring students hone their soft skills. Our intent is also to enlighten these young minds about the importance of soft skills in their professional lives.

We are conducting one or two-day workshops focusing on Soft Skills. Our targeted audience will be college students. We believe that the experience and expertise shared in this workshop would help ease the transition of college students into the workplace and be prepared for challenging situations that they may encounter.

We are a soft skills training consultancy based in Chennai whose core vision and value is to develop people.

We strongly believe that your esteemed college participation as part of this initiative would make a significant impact on the next generation of Indian professionals.

Objectives:

- Help students understand the benefits of and create an awareness about Soft Skills
- Guide students to kick-start a bright and illustrative career

Benefits:

- To improve communication skills
- A professional and structured approach towards understanding expectations in the workplace
- Manage the transition between a college and a work environment



Tentative Schedule for the workshop (2 days):

Verbal Communication

- Structuring communication
 - Introduction
 - Main body
 - Summary
 - Keeping it short and simple
- Probing Skills
 - Open-ended Questions
 - Close-ended Questions
 - Counter-productive questions
- Paraphrasing
- Summarizing
- Important components of a dialogue:
 - ◇ P - Pitch
 - ◇ I - Inflection
 - ◇ C - Courtesy
 - ◇ T - Tone
 - ◇ U - Understanding
 - ◇ R - Rate of speech
 - ◇ E - Enunciation

Non-verbal Communication

- Smiling
- Posture
- Handshake
- Eye Contact



Listening Skills

- The importance of listening
- 7 steps to effective listening
- Active Listening
- Passive Listening
- Reflective Listening

E-Mail Etiquette

- General etiquette
- Common mistakes in punctuation, grammar and spelling
- Sending effective messages
- Form and tone of the messages
- Responding to messages
- Organizing the different parts of an email:

Greeting	Enclosures
Closing	CC & BCC
Subject Line	Screen Appearance
Spacing	Font
Replying	Flaming

Business Etiquette and Customer Handling

- **Making a Great First Impression:**
 - How to present yourself to people
 - Greetings, Introductions
 - The art of small talk - How to make proper introductions, Paying & Receiving Compliments, Small Talk & Networking
 - Behaviour in team meetings
 - Developing Your Professional and Personal Image
 - Personal Hygiene



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- **Etiquette of Dressing:**
 - The do's and don't in dressing
 - Understand various dress codes for different occasions
 - Clothes and Corporate Culture

Duration:

The duration of the workshop will be 16 hours spread over two days

Methodology:

- PowerPoint Presentation & Open Discussion
- Group Activities
- Case Studies
- Activities/Games

Needs Analysis:

Contact MMM Training Solutions to do a free Needs Analysis for your educational institution.