

MMM Training Solutions

Soft Skills Training for Lecturers



**Contact Details**

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## Overview:

With Soft Skills being the need of the hour, MMM Training Solutions ([www.mmmts.com](http://www.mmmts.com)) is taking the initiative to hold workshops to help lecturers understand the benefits of soft skills. Our intent is for them to not only pass this knowledge onto their students as part of their teaching but also for them to be able to use it in their daily lives.

We are conducting two-day 'Train the Lecturer' workshops focusing on Soft Skills. Our targeted audience will be college lecturers. We will provide the lecturers with training material, teaching guides and expert knowledge that would ease the process of them passing on their learning to students.

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 lecturers understand the benefits of 'Soft Skills'
- To provide lecturers with all the necessary tools to effectively conduct sessions on 'Soft Skills' training for students

## Benefits:

- A professional and structured approach towards soft skill training
- Prepared training materials that the lecturers can very easily use to conduct soft skills training for students
- Tips and tricks on how to engage students while teaching them soft skills



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## 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
- 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



- 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
  - Developing Your Professional and Personal Image
  - Personal Hygiene
- **Etiquette of Dressing:**
  - The do's and don't in dressing



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- Understand various dress codes for different occasions
  - Clothes and Corporate Culture

### **Presentation Skills**

- Understanding learning styles
- Using appropriate body language and voice modulation during presentations
- Holding the attention of the audience
  - Using role plays, games, puzzles, video clips and energizers
  - The art of storytelling
  - Interacting with the audience

### **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.