

Professional Soft Skills for Workplace Success Training Course

8 – 12 November 2027
Istanbul

AGILE LEADERS
Training Center

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Ref: 729_248584 **Date:** 8 – 12 November 2027 **Location:** Istanbul **Fees:** 4500 Euro

Overview

Professional Soft Skills for Workplace Success Training Course is a one-week foundation course for professionals, team members, supervisors, and early-career employees who leave with a Professional Soft Skills Action Toolkit. Participants strengthen self-awareness, emotional regulation, communication, listening, teamwork, feedback, priority management, adaptability, problem framing, conflict handling, and professional behavior. The course connects human skills with everyday workplace choices and relationships. Agile Leaders Training Center develops practical professional soft skills.

Who Should Attend

- Employees responsible for collaborating across teams and roles
- Professionals responsible for communicating with colleagues and customers
- Supervisors responsible for everyday coordination and feedback
- Early-career employees building workplace habits
- Teams adapting to changing priorities and ways of working

The course assumes participants work with others in a professional setting and leaves out technical training, clinical psychology, executive leadership, and formal mediation.

Departments and Industries

The course supports departments and industries where human interaction affects work quality and delivery.

- Operations, projects, administration, and shared services
- Human resources, learning, and customer service
- Banking, technology, and professional services
- Healthcare, education, and public-facing services
- Manufacturing, logistics, retail, and hospitality

Learning Objectives

By the end of this course, participants will be able to:

- Analyze personal work habits and emotional triggers
- Apply clear communication and active listening
- Use teamwork, feedback, and conflict-handling methods
- Build practical priority and time controls
- Diagnose workplace problems and response options

- Prioritize adaptable professional development actions

Course Agenda

Day 1: Self-Awareness and Professional Behavior

- Personal Strength and Habit Inventory
- Workplace Values and Behavior Alignment
- Emotional Trigger Recognition Map
- Self-Regulation Pause-and-Choose Method
- Professional Reliability Practice Checklist

Day 2: Communication and Listening

- Clear Message Structure
- Active Listening Response Loop
- Questioning and Clarification Ladder
- Nonverbal Communication Observation Guide
- Feedback Request and Response Frame

Day 3: Teamwork and Conflict Handling

- Team Contribution and Role Map
- Collaboration Agreement Canvas
- Perspective-Taking Prompt Set
- Conflict Interest and Position Grid
- Constructive Disagreement Conversation Plan

Day 4: Priorities, Adaptability, and Problems

- Priority and Importance Decision Matrix
- Time-Use Pattern Review
- Change Response and Adaptability Map
- Problem Definition Statement
- Option Evaluation and Action Check

Day 5: Professional Soft Skills Practice

- Exercise: Regulate a Difficult Workplace Response
- Exercise: Communicate and Listen in a Team Scenario
- Exercise: Resolve a Collaborative Disagreement
- Exercise: Reprioritize Work After Change
- Capstone: Professional Soft Skills Action Toolkit

Practical Exercises

The course uses suggested activities drawn from operations, healthcare, technology, and customer-service settings.

- Suggested activity: identify a work habit and connect it to behavior, impact, and one adjustment.
- Suggested activity: practice a conversation requiring clear messaging, listening, questions, and feedback.
- Suggested activity: separate positions from interests before developing a team agreement.
- Suggested activity: reframe a changing priority as a defined problem with evaluated response options.

FAQs

Who suits professional soft skills training, and what does it assume?

Professionals, team members, supervisors, and early-career employees suit the training; it assumes regular workplace interaction and responsibility for personal behavior and delivery.

How do professional soft skills differ from technical skills training?

Professional soft skills shape communication, collaboration, adaptability, judgment, and self-management across roles, while technical training develops knowledge and methods for a specific occupation or task.

Which professional soft skills support workplace success?

Useful professional soft skills include self-awareness, emotional regulation, communication, listening, teamwork, feedback, priority management, adaptability, problem framing, conflict handling, and reliable professional behavior.

How can professional soft skills be improved at work?

Improvement comes from observing behavior, requesting feedback, practicing one method in real situations, reviewing its impact, and choosing a specific next action.

Conclusion

Participants take back a Professional Soft Skills Action Toolkit containing self-review prompts, communication structures, listening guides, teamwork agreements, conflict maps, priority controls, problem frames, and development actions. It changes broad personal-development intentions into observable workplace practices. The toolkit supports continued practice without replacing role-specific technical development.