

## **Our Soft Skills Training Curriculum**

Each course has 6 - 8 modules delivered over the length of the cruise. For each cruise, course topics are selected from the following vital soft skills to enhance your individual and organisational effectiveness.

### **Business Communication Fundamental Soft Skills**

1. Influence and Persuasion: Convincing others to see your perspective and take action.
2. Conflict Resolution: Addressing and resolving disputes effectively.
3. Negotiation: Facilitating discussions to reach mutually beneficial agreements.
4. Decision Thinking: Analysing options and making sound decisions.
5. Presentation Skills: Delivering presentations confidently.
6. Interview Skills: Interviewing others and effectively communicating your qualifications and fit for a role.

### **Team Soft Skills**

1. Interpersonal Skills: Building relationships and networking.
2. Emotional Intelligence: Understanding and managing one's own and others' emotions.
3. Empathy: Understanding and sharing the feelings of others.
4. Collaboration: Promoting teamwork and cooperation within and across teams.
5. Teamwork: Working well with others to achieve common goals.
6. Customer Service: Providing exceptional service to clients and customers.

### **Management Soft Skills**

1. Strategic Thinking: Identifying long-term goals and planning effectively to achieve them.
2. Critical Thinking: Analysing situations to make informed decisions.
3. Decision-making: Making informed and timely decisions, even under pressure.
4. Problem-solving: Identifying issues and implementing solutions.
5. Creativity: Thinking outside the box and innovating.
6. Negotiation: Facilitating discussions to reach mutually beneficial agreements.
7. Conflict Resolution: Addressing and resolving disagreements and conflicts constructively.

### **Leadership Soft Skills**

1. Integrity: Demonstrating honesty, ethics, and transparency in all actions.
2. Dynamic Governance - Vision, Mission, Purpose & Values: Setting a clear and inspiring direction for the team or organization
3. Accountability: Taking responsibility for actions and decisions and holding others accountable.
4. Innovation: Encouraging creativity and new ideas and fostering an environment that supports innovation.

5. Leadership: Guiding and motivating a team.
6. Communication: Clearly conveying information and expectations, listening actively and fostering open dialogue.
7. Public Speaking: Delivering presentations confidently.
8. Motivation: Inspiring and motivating others to perform at their best.
9. Mentorship: Guiding and developing team members through coaching and feedback.
10. Resilience: Maintaining composure and focus in the face of challenges and setbacks.
11. Cultural Competence: Understanding and valuing diverse backgrounds and perspectives.

### **Productivity Soft Skills**

1. Stress Management: Coping with stress effectively.
2. Time Management: Efficiently managing one's time.
3. Work Ethic: Demonstrating dedication and diligence towards work.
4. Delegation: Assigning tasks appropriately and trusting team members to complete them.
5. Adaptability: Being flexible and open to change and leading others through transitions.
6. Attention to Detail: Ensuring thoroughness and accuracy in tasks.

### **Top 10 Communication Skills Valued by Business Organizations**

1. Active Listening: Fully concentrating, understanding, responding and remembering what is being said.
2. Open-Mindedness: Willingness to listen to and consider other viewpoints.
3. Feedback: Giving and receiving constructive feedback.
4. Negotiation: Communicating to reach mutually beneficial agreements.
5. Nonverbal Communication: Using body language, facial expressions and eye contact effectively.
6. Public Speaking: Delivering speeches or presentations confidently to an audience.
7. Confidence: Communicating with self-assurance to convey your message convincingly.
8. Clarity and Conciseness: Expressing ideas clearly and in as few words as possible.
9. Empathy: Understanding and sharing the feelings of another to communicate more effectively.
10. Written Communication: Crafting clear and effective written messages, including emails, reports and memos.