

€ TRAINING

Functional Skills





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Introduction:

This training program provides participants with targeted instruction to develop core competencies essential for effective performance in their roles. It equips participants with the expertise needed to excel in their responsibilities and contribute to organizational success.

Program Objectives:

At the end of this program, participants will be able to:

- Develop essential functional skills necessary for success in the workplace.
- Enhance communication skills to effectively convey ideas and information.
- Improve time management skills to maximize productivity and efficiency.
- Develop problem-solving skills to overcome challenges and obstacles.
- Enhance teamwork and collaboration skills to work effectively with others.

Targeted Audience:

- Entry-level employees seeking to develop core competencies relevant to their roles.
- Mid-level professionals aiming to enhance their proficiency in specific functional areas.
- Experienced practitioners looking to refresh or expand their skill set in targeted domains.
- Managers and supervisors interested in fostering skill development among their teams.
- Individuals transitioning to new roles or industries and requiring foundational functional skills.

Program Outline:

Unit 1:

Effective Communication Skills:

- Importance of effective communication in the workplace.
- Verbal and non-verbal communication skills.
- Active listening and questioning techniques.

- Written communication skills: emails, reports, and presentations.

Unit 2:

Time Management and Prioritization:

- Understanding the importance of time management.
- Setting goals and priorities.
- Time management techniques and tools.
- Dealing with procrastination and time-wasting activities.

Unit 3:

Problem-Solving and Decision-Making:

- Understanding the problem-solving process.
- Identifying root causes and generating solutions.
- Decision-making techniques and strategies.
- Evaluating the effectiveness of solutions.

Unit 4:

Teamwork and Collaboration:

- Importance of teamwork in the workplace.
- Building and maintaining positive relationships with colleagues.
- Effective teamwork strategies and techniques.
- Resolving conflicts and overcoming challenges within teams.

Unit 5:

Adaptability and Flexibility:

- Understanding the importance of adaptability in the workplace.
- Adapting to change and uncertainty.
- Developing resilience and coping strategies.



- Embracing lifelong learning and continuous improvement.