



Consulting and Training | Reach New Heights

Course Name

Professional Edge: Essential Workplace Skills

Sector Name

Interpersonal Skills and Self Development

Document Type

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Professional Edge: Essential Workplace Skills

Course Introduction

Technical knowledge alone is no longer sufficient for professional success. In today's dynamic workplace, employees are expected to communicate effectively, collaborate efficiently, adapt to change, and demonstrate professionalism in all interactions.

This program developed by **BOOST Consulting and Training**, is designed to strengthen the essential interpersonal and behavioral competencies required for workplace effectiveness. The program focuses on communication, teamwork, problem-solving, adaptability, emotional intelligence, and professional conduct.

Through interactive discussions, practical exercises, and real-world workplace scenarios, participants will develop the skills necessary to enhance their performance, build stronger relationships, and contribute positively to their organization's culture.

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Target Audience

- ✓ Entry-level employees
- ✓ Administrative staff
- ✓ Customer service representatives
- ✓ Team members across departments
- ✓ Fresh graduates entering the workforce
- ✓ Employees seeking to enhance professional behavior
- ✓ Organizations aiming to strengthen workplace culture

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Learning Objectives

- ✓ Communicate clearly and professionally
- ✓ Demonstrate effective interpersonal skills
- ✓ Work collaboratively within teams
- ✓ Manage time and priorities effectively
- ✓ Adapt to workplace challenges and change
- ✓ Apply problem-solving and critical thinking skills
- ✓ Manage emotions professionally
- ✓ Strengthen personal accountability and workplace ethics

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Course Outline

✓ DAY 01

Communication Skills

- ✓ Verbal and non-verbal communication
- ✓ Active listening skills
- ✓ Professional email and written communication
- ✓ Clarity and conciseness in messaging
- ✓ Avoiding communication misunderstandings
- ✓ Workplace etiquette and tone

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Course Outline

✓ Day 02

Teamwork and Interpersonal Skills

- ✓ Understanding team dynamics
- ✓ Building trust and respect
- ✓ Collaboration across departments
- ✓ Managing differences professionally
- ✓ Giving and receiving feedback
- ✓ Conflict management basics

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Course Outline

✓ Day 03

Time Management and Personal Productivity

- ✓ Setting priorities effectively
- ✓ Managing workload and deadlines
- ✓ Avoiding procrastination
- ✓ Planning and organizing tasks
- ✓ Managing interruptions
- ✓ Maintaining focus in busy environments

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Course Outline

✓ Day 04

Emotional Intelligence and Professional Conduct

- ✓ Understanding emotional intelligence
- ✓ Self-awareness and self-regulation
- ✓ Managing workplace stress
- ✓ Professional behavior and accountability
- ✓ Workplace ethics and integrity
- ✓ Adaptability in changing environments

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Course Outline

✓ Day 05

Problem-Solving and Workplace Effectiveness

- ✓ Identifying workplace challenges
- ✓ Structured problem-solving approaches
- ✓ Decision-making basics
- ✓ Critical thinking in daily tasks
- ✓ Taking initiative
- ✓ Continuous self-improvement
- ✓ Personal development action plan
- ✓ Final assessment and feedback session

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 12, 2027	July 16, 2027	5 days	2150.00 \$	Virtual , Online
July 12, 2027	July 16, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Oct. 25, 2026	Oct. 29, 2026	5 days	4250.00 \$	Egypt , Cairo

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info@boostuae.com info@boostorg.com

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