



## **Inclusions in LCCI's Certified Soft Skills - Train the Trainer Programme**

### **A) 20 Ready to Run Training Modules :**

- 1) Change Management
- 2) Coaching and Mentoring
- 3) Creative Problem Solving
- 4) Customer Driven Organisation
- 5) Customer Relationship Management
- 6) Effective Complaint Handling
- 7) Employee Motivation
- 8) Group Dynamics
- 9) Interpersonal Skills
- 10) Interviewing Skills
- 11) Leadership and Delegation
- 12) Leadership
- 13) Managing Conflict
- 14) Negotiation Skills
- 15) Personal Productivity
- 16) Presentation Skills
- 17) Stress Management
- 18) The Excellent Organisation
- 19) The New Manager
- 20) Time Management

### **B) 21 Successful Icebreakers**

**C) Manual on How to “Develop Participation” amongst the trainees**

**D) Guidance document on improving “listening skills”**

**E) Intensive document on “Training games”**

**F) Guidance document on “Evaluating your trainings”**