

Elevate Your Soft Skills with IPC Training UAE

Unlock your full potential and become a more well-rounded professional with IPC Training UAE's comprehensive soft skills course. Designed to equip you with the essential abilities needed to excel in today's fast-paced business environment, this program covers a wide range of topics from effective communication to customer service and beyond. Invest in your personal and professional development and take your career to new heights.



Communication Skills

Effective communication is the foundation of success in any workplace. In this module, you will learn how to express your ideas clearly, actively listen to others, and adapt your communication style to different situations and audiences. Mastering these skills will help you build stronger relationships, resolve conflicts, and convey your message with confidence.

Clear and concise communication is essential for collaborating with colleagues, presenting to stakeholders, and conveying complex information. By honing your verbal and written communication abilities, you'll be able to articulate your thoughts and ideas more effectively, leading to better understanding and stronger working relationships.

Active listening is another key component of effective communication. This involves fully concentrating on the speaker, asking clarifying questions, and providing thoughtful feedback. When you actively listen, you demonstrate respect and build trust, which are crucial for resolving conflicts and reaching mutually beneficial solutions.

Furthermore, adaptability is a hallmark of great communicators. The ability to adjust your style and approach based on the audience and context allows you to connect with a wide range of people. Whether you're communicating with a client, a team member, or a senior executive, being able to tailor your message will help you achieve your desired outcomes.



Personal Impact

Cultivating a strong personal impact is crucial for making a lasting impression and advancing in your career. This module will help you develop a positive attitude, project confidence, and exude professionalism in all your interactions. You'll learn techniques to manage your emotions, present yourself effectively, and build a personal brand that sets you apart from the crowd.

Project Management



	Effectively uses OJAS resources (time, budget and property) to support optimal patient care and operational performance while adhering to organizational policies and procedures
	Seeks opportunities to improve service provided to patients and their loved ones related to clinical care and support
	Clearly states performance expectations and provides resources and support to staff that enable outstanding performance
Safety	We hold each other accountable to consistently improve a culture that ensures the safety and welfare of all patients, visitors and staff
	Steadily adheres to all established patient, staff and facility safety procedures
	Contributes to an environment of safety and security for patients and staff through individual actions
	Speaks up about all risk of harm, reports patient, staff safety or injury events within twenty-four hours of incident or awareness of incident
	Actively participates in all mandatory patient and staff safety training
	Performance safety standards by holding staff accountable for engaging in safe work performance, best practices, and behaviors (promoting a Just Culture focused on patient safety)
Integrity	Our decisions, actions, and behaviors are based on honesty, trust, fairness, and the highest ethical standards
	Is truthful and honest with patients, their loved ones, and co-workers, and consistently exhibits actions that reflect our values
	Is accountable for actions and decisions impacting patient care or other operational activities, and strives to learn and improve from experience
	Follows through on commitments made to patients, visitors, co-workers, and others
	Conducts work positively while doing so in full compliance with all organizational policies, procedures, regulations and patient-centered values
	Maintains ethical conduct in the workplace and holds staff accountable for doing the right thing for patients and the organization
Diversity	We embrace differences among people
	Applies cultural understanding and sensitivities to enhance patient care, and engages interactions with people of diverse backgrounds

Planning

Effective project management starts with meticulous planning. You'll learn to set clear goals, create detailed timelines, and allocate resources efficiently to keep your projects on track.

Execution

The real test comes during the execution phase. Discover proven strategies for leading your team, managing risks, and adapting to changes to drive your projects forward.

Evaluation

Reflecting on your project's performance is crucial for continuous improvement. You'll learn how to gather feedback, analyze data, and identify areas for growth to enhance your project management skills.

CV and Interview Skills



CV Skills

A well-crafted CV is the key to unlocking new job opportunities. In this module, you'll learn how to showcase your skills, achievements, and experience in a clear, concise, and compelling way. Discover proven techniques to tailor your CV to specific roles and stand out from the competition.



Attability

Attability, or the combination of attitude and ability, is a crucial factor in professional success. Develop a positive, proactive mindset and learn how to leverage your strengths to become an invaluable asset to any organization.



Interview Skills

Interviews can be nerve-wracking, but with the right preparation, you can ace them with confidence. Explore strategies for effectively answering common questions, highlighting your strengths, and leaving a lasting positive impression on your prospective employer.

ALL, CPP

SIONAL

123 Elm St • San Francisco, CA 94103 • (415) 555-5555

SIONAL: Management professional with an extensive history of improving payroll processes. Comprehensive knowledge of payroll functions, tax forms, and payroll federal tax filings. Successful history in developing and administering payroll compliance with internal and external regulations. Experienced in managing payroll service center environments. Proven track record of beating tight deadlines and ensuring the filing of all payroll tax returns.

Directing all payroll transactions for the world's largest retail company.

- Overtime Calculations
- Financial Reconciliation
- Expense Reports
- General Ledger
- 401(k) Plan Installation
- Wage Accruals
- Workforce Management
- Customer Support
- Team Leadership
- Accruals

SHIP:

San Francisco, CA

UNIT (SBU) I MANAGER – Payroll Services: Directed the payroll function for 24 subsidiary companies (over \$6 billion in taxes each year), and managed payroll operations nationally to off-site locations to train on client systems and better understand payroll processes, trained, and evaluated the performance of 16 employees. Earned recognition for responsible leadership roles. Selected in 2003 to manage Wage Accruals and Workforce Management workgroups, in addition to existing leadership roles.

Payroll / Employment Tax

Responsible for paying payroll taxes for 25 separate companies within BCD International. Managed and filed 945 tax returns and managed 250 SUTA returns each quarter. Managed payroll operations for employees of CDE Corporation Systems to a new FEIN. Prepared payroll disbursements, opening new accounts, updating tables with the new account information, and managed the Disbursements Team to set up new payment vendors in the GEP system.

Managed payroll requirements outlined in service level agreements and measured payroll performance for client management.

Reduced payroll error rate by creating and implementing incentive plans, cross-training payroll staff, and engaged team members.

Assumed full operational responsibility of managing the Employment Tax Team in 20xx. Led the team through a group and successfully migrated the payroll workgroup from BCD International to the new client.

Reengineering

Implemented successful process improvements, including on-line tax filing and improved payroll processes.

Reduced payroll head count from ten to five by initiating and installing improved payroll processes. Reduced payroll error rate by creating and implementing incentive plans, cross-training payroll staff, and engaged team members.

Reduced payroll error rate that resulted from errors by the Disbursements Team by transferring payroll responsibilities to the payroll Team's tax payments.

Customer Care and Service Skills

Empathy and Adaptability

Delivering exceptional customer service requires the ability to empathize with clients and adapt your communication style to their needs. This module will teach you how to listen actively, understand the customer's perspective, and respond with patience and professionalism.

Problem-Solving and Resolution

Inevitably, you'll encounter challenging customer situations. Develop the skills to identify the root cause of problems, propose effective solutions, and handle even the most difficult interactions with grace and composure.

Rapport Building

Building strong, lasting relationships with customers is the hallmark of exceptional service. Learn techniques to engage clients, create a positive emotional connection, and leave them with a lasting impression of your brand.

Telephone Skills

Mastering telephone skills is crucial for providing efficient and personalized customer support. Discover best practices for handling incoming calls, taking clear messages, and using your voice to convey warmth and authority.

Diversity and Inclusion



Cultural Awareness

Develop a deep understanding of diverse cultural norms, values, and communication styles to foster an inclusive work environment and effectively collaborate with people from all backgrounds.



Unconscious Bias

Recognize and overcome your own unconscious biases to ensure fair and equitable treatment of all colleagues and clients, regardless of their race, gender, age, or other personal characteristics.

DEFINING TRAITS OF INCLUSIVE LEADERS

MINDFULNESS
Consciously reflecting on how bias is influencing your interactions and decision-making, and acting with a conscious intent to be fair.
How might my ingrained preferences be limiting my openness to different people, ideas, perspectives, and ways of working?

OPTIMISM
Having the belief that others are well-intentioned and competent.
Am I maintaining a positive view of others?

CURIOSITY
Approaching interactions with a learner rather than a judge's mindset.
Am I seeking to understand and learn or rushing to judgement?

HUMILITY
Acknowledging the need to be right, accepting there is more than one way to interpret and respond to the world and that our view is limited.
Am I seeking to connect or correct?



NCLUDE-EMPLOYEE ©2020

Inclusive Leadership

Learn how to cultivate a sense of belonging, empower diverse voices, and leverage the unique strengths of your team to drive innovation and business success.



Compliance and Regulations

Stay up-to-date with the latest diversity and inclusion regulations and best practices to ensure your organization maintains a safe, lawful, and welcoming workplace.



Managing Expenditure and Sales

Manage Expenditure

Effective financial management is essential for the success of any business. In this module, you'll learn how to create and monitor budgets, control costs, and make informed spending decisions to maximize your organization's profitability.

Basic Sales Skills

Developing fundamental sales skills can open up new revenue streams and help you contribute to your company's growth. Discover techniques for identifying customer needs, presenting solutions, handling objections, and closing deals with confidence.

Time Management

Time is a precious resource in the business world. Enhance your productivity and efficiency by learning proven strategies for prioritizing tasks, eliminating distractions, and managing your time effectively to achieve your goals.

Workplace Effectiveness



Presentation Skills

Develop the ability to deliver compelling, engaging presentations that effectively communicate your ideas and persuade your audience.



Meeting Skills

Master the art of leading and participating in productive, well-structured meetings that drive collaboration and decision-making.



Workplace Effectiveness

Cultivate habits and strategies that will help you maximize your productivity, prioritize your tasks, and achieve your professional goals.



Conflict Management

Learn techniques for addressing and resolving conflicts in the workplace in a constructive and diplomatic manner.

Wellness and Social Responsibility

1

HIV/AIDS Awareness

Gain a deeper understanding of HIV/AIDS, its transmission, prevention, and the importance of fostering a compassionate, non-discriminatory workplace environment.

2

Drug Abuse Prevention

Educate yourself and your colleagues on the dangers of drug abuse, the warning signs, and strategies for promoting a healthy, drug-free work culture.

3

Dress and Grooming

Discover the impact of professional attire and grooming on your personal brand, workplace reputation, and overall success.

