



# Workplace Harmony 10-Week Training Course

## OVERVIEW

Through online video learning and in-person workshops, you'll practice the essential team-building, leadership, sales, and interpersonal skills needed to harmoniously thrive in today's business landscape.

WEEK	LESSON	DESCRIPTION
1	Building Trust and Effective Communication	In this week, you'll learn the importance of building trust within the team and how to communicate effectively. You will develop active listening skills and learn different communication styles to foster a harmonious work environment.
2	Conflict Resolution and Problem-Solving	You'll learn how to identify and address conflicts in the workplace. You'll practice problem-solving techniques to effectively resolve conflicts and minimize their negative impact on workplace harmony.
3	Emotional Intelligence and Empathy	This week focuses on enhancing your emotional intelligence and empathy. You'll learn how to recognize and manage your own emotions and understand the emotions of your colleagues to create a supportive work environment.
4	Time Management and Productivity	You'll learn effective time management techniques to improve your productivity and reduce workplace stress. You'll practice prioritization, goal-setting, and delegation to ensure efficient use of time and resources.
5	Leadership and Motivation	This week, you'll explore different leadership styles and their impact on team dynamics. You'll learn how to motivate and inspire your colleagues, foster employee engagement, and promote a positive work culture.



<b>6</b>	<b>Team Building and Collaboration</b>	You'll learn the essentials of team building and collaboration. You'll participate in group activities and exercises that enhance teamwork, trust, and communication, fostering a harmonious work environment.
<b>7</b>	<b>Diversity and Inclusion</b>	This week focuses on understanding the importance of diversity and inclusion in the workplace. You'll learn how to appreciate and leverage the unique perspectives and strengths of your colleagues, promoting workplace harmony and innovation.
<b>8</b>	<b>Customer Service and Relationship Building</b>	You'll learn how to provide excellent customer service and build strong relationships with clients, partners, and suppliers. You'll practice effective communication techniques and develop the skills needed to create a harmonious customer experience.
<b>9</b>	<b>Adaptability and Change Management</b>	This week, you'll explore the importance of adaptability in the workplace. You'll learn how to navigate change effectively and support your colleagues during periods of transition, ensuring a harmonious work environment.
<b>10</b>	<b>Course Review and Workplace Harmony Action Plan</b>	You'll review the key concepts and skills learned throughout the course. You'll develop a workplace harmony action plan, outlining practical steps to implement the strategies and techniques learned to foster a harmonious work environment.