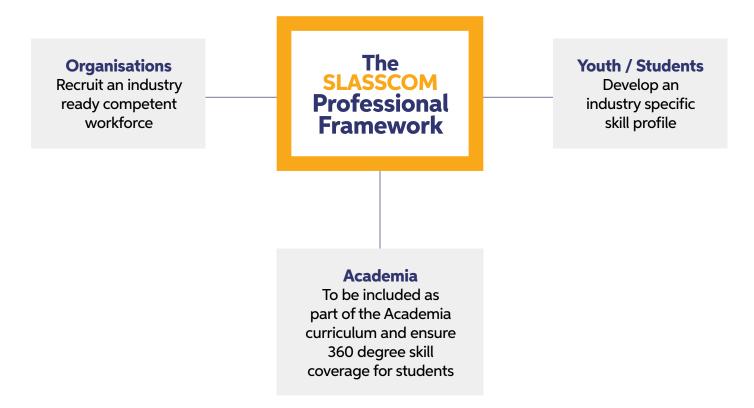# SLASSCOM
Professional
Skills Program

Overview

- The SLASSCOM Professional Skills Framework is a professional skills development program curated by SLASSCOM

- The Professional Skills Framework will help you develop new skills to advance your career, build good workplace relationships and improve your job performance

- 9 foundation courses and 12 new intermediary courses are available for your perusal

- Earn a valuable SLASSCOM certificate on completion of each course

SLASSCOM Professional Framework - Ecosystem

Organisations	The SLASSCOM Professional Framework	Youth / Students
Recruit an industry ready competent workforce		Develop an industry specific skill profile

Academia
To be included as part of the Academia curriculum and ensure 360 degree skill coverage for students

QUICK COURSE OVERVIEW

Stage	Course Scope		Sr. No	Course Topic
	Module	**Sub - Module**		
Foundation	Communication & Relationship	Communicate with impact	1	Communication Skills
			2	Presentation Skills
	Personal Growth	Lead others	3	Collaboration
			4	Virtual teams
			5	Working in Teams
		Lead self	6	Agility
			7	Presence
			8	Self-awareness and EI
			9	Wellbeing and resilience
Intermediary	Communication & Relationship	Build and sustain relationships	1	Building Trust
		Communicate with impact	2	Running Effective Meetings
	Creativity, Innovation & Future Trends	Hypothesis-Based Problem-Solving	3	Hypothesis-Based Problem Solving
		Design distinctive client solutions	4	Compelling Client Solutions
	Personal Growth	Lead others	5	Leadership
			6	Coaching and Feedback
			7	Delegation
	Communication & Relationship	Communicate with impact	8	Workshop Facilitation
		Build and sustain relationships	9	Negotiation Skills
	Personal Growth	Develop global acumen	10	Navigate Global Business Ecosystem
				Cultural Dexterity
	Technical Skills	Managing a project	12	Managing a Project

FOUNDATION Level

Detailed Course Overview

FOUNDATION Level

01. Communication Skills

COURSE SUBTOPICS

- Listening without bias
- What is active listening and effective questioning?
- How does personal bias affect listening and questioning?
- What can I do to manage my personal bias?
- Listening techniques
- Effective questioning
- Types of questioning
- Quality conversation
- Open focus close model
- Difficult conversations
- Framing
- Conflicts in conversation
- Ladder of judgment
- Productive conversations
- Interactive dialogue model
- Acknowledge the situation
- Share insight
- Validate
- Collaborate
- Agree on the next steps
- Next steps

Duration | 120 Mins

Click to access the course

02. Presentation Skills

COURSE SUBTOPICS

- Preparing for a presentation
- The eight step approach
- Knowing your audience
- Know your purpose
- Structure the body of your content
- Know how you will end the presence
- Prepare your visual aids
- Anticipate the questions
- How to communicate effectively
- First impressions
- Nervousness
- Verbal communication
- Pace
- Pitch
- Projection
- Humour
- Non Verbal communication
- Checklist

Duration | 120 Mins

Click to access the course

03. Collaboration

COURSE SUBTOPICS
- What are collaboration tools?
- The 3Cs
- Tracking challenges
- Comments and suggestions
- Using shared folders
- Making your mark

Duration | 27 Mins

Click to access the course

04. Virtual teams

COURSE SUBTOPICS
- What is a global mindset?
- Overview
- Advantages
- Successful team characteristics
- Virtual team communication
- Tips for virtual success

Duration | 120 Mins

Click to access the course

05. Working in Teams

COURSE SUBTOPICS
- What the research tells us
- Key moments that matter
- Having the quality conservation
- The changing shapes of team
- Take it further

Duration | 120 Mins

Click to access the course

06. Agility

COURSE SUBTOPICS
- How will you react to change?
- Understanding people's reactions to change
- Managing your reactions to change
- Be mindful
- How can you lead through change

Duration | 45 Mins

Click to access the course

07. Presence

COURSE SUBTOPICS

- What is presence and impact?
- Authentic presence and impact
- Remote and virtual interaction
- Social media principles
- Personal Presence and impact
- Tips to have great presence and impact
- Expressing the point of view
- Tips to shape your personal brand
- Presence and impact on a call or video meeting
- Conference call

Duration | 50 Mins

Click to access the course

08. Wellbeing and resilience

COURSE SUBTOPICS

- The intermediate resilience module
- How to replenish your energy in each dimension
- What is mental energy?
- Keeping focus
- Understanding triggers
- Introducing reframing
- Tips for mental energy
- Tips for emotional energy

Duration | 60 Mins

Click to access the course

09. Self-awareness and Emotional Intelligence

COURSE SUBTOPICS

- What is self awareness?
- How to develop self awareness?
- Why is self awareness so important?
- Key questions that will help develop self awareness
- Working styles and preferences
- Steps to effective working style & preferences
- Bias
- Managing your bias
- Values
- Uniqueness and distinction

Duration | 80 Mins

Click to access the course

INTERMEDIARY Level

Detailed Course Overview

INTERMEDIARY Level

01. Building Trust

COURSE SUBTOPICS

- What is trust?
- 04 dimensions of trust
- Building trust
- Elements of building trust
- Types of trusts
- Reasons for trust to be broken
- Trust is difficult to build but easy to break
- Rebuilding trust
- Dimensions of trust
- Importance of building trust in all relationships, personal and professional

Duration | 60 Mins

Click to access the course

03. Hypothesis-Based Problem Solving

COURSE SUBTOPICS

- Introduction to problem solving approaches
- Introduction to hypothesis based problem solving
- Define the problem
- Identify drivers
  Analyse and determine the info
- Gather and analyse data
- Hypothesis based problem solving practice aid

Duration | 06 hours

Click to access the course

02. Running Effective Meetings

COURSE SUBTOPICS

- What does running effective meetings mean?
- How to organise an effective meeting
  Preparing for the meeting
  - When not to call a meeting
  - The purpose of your meeting
  - Who should attend
  - Setting the agenda
  - Getting the location right
  - Getting people on board
- Running the meeting
  - Starting on time
  - Managing time
  - Managing group dynamics
  - Handling challenging behavior
  - Closing the meeting
- Following up on the meeting
  - Maintaining the progress

Duration | 90 Mins

Click to access the course

04. Compelling Client Solutions

COURSE SUBTOPICS

- Articulating the benefits of our solutions
- Creativity and collaboration in our client solutions
- Managing stakeholder
- Evaluating possible solutions

Duration | 04 hours

Click to access the course

05. Leadership

COURSE SUBTOPICS

- Ideal leader
- Leadership styles
- Authentic leadership

Duration | 03 hours

Click to access the course

06. Coaching and Feedback

COURSE SUBTOPICS

- What is coaching?
- Why coach?
- How coaching will inspire you 3 elements:
  - Developing and maintaining coaching relationships
  - Agreeing on desired outcome and how you will work together to acheive it
  - Establishing the best approach for the coaching conversation
- Key skills for coaching

Duration | 90 min

Click to access the course

07. Delegation

COURSE SUBTOPICS

- What is delegation?
- Why delegate?
- Why don't we delegate?
- What delegation is and isn't?
- Steps to successful delegation

Duration | 90 min

Click to access the course

08. Workshop Facilitation

COURSE SUBTOPICS

- What is workshop facilitation?
- What you need to know

Duration | 90 min

Click to access the course

09. Negotiation Skills

COURSE SUBTOPICS

- Advanced successful relationships
- Negotiating skills
- Five key steps and principles to a successful negosiation
- Key principles to consider when negotiating
- Five behaviors to create positive shift in negotiation
- When is it appropriate to walk away from a negotiating situation?

Duration | 90 min

Click to access the course

10. Navigate Global Business Ecosystem

COURSE SUBTOPICS

- Global mindset
- Embracing diversity
- Better preparation to understand foreign client requirements
- Preparing for a meeting
- Agreeing on a plan of action
- Meeting with the client
- Debriefing after the meeting

Duration | 03 hours

Click to access the course

11. Cultural Dexterity

COURSE SUBTOPICS

- Cultural awareness
- 08 dimensions of culture

Duration | 90 min

Click to access the course

12. Managing a Project

COURSE SUBTOPICS

- Overview of project management
- Delivery enabling plans
- Project management scope
- Project management governance
- Project management stakeholders
- Project management risk and opportunities
- Project management change control
- Project management life cycle

Duration | 16 hours

Click to access the course

Visit
academy.slasscom.lk/professional-skills-programme

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