**OMANSI BUSINESS ADVISORY AND TRAINING SERVICES**

**SOFT SKILLS TRAINING FOR MANAGERS**

**INTRODUCTION**

Omansi Business Advisory and Training Services is a business advisory and support service firm. We provide advisory and development support services to help our clients grow their businesses. The services range from strategic, management, marketing, sustainability, training and other services across the business value chain.

One of our flagship services is providing soft skills training for different levels of managers across different industries.

Today’s managers must be thoroughly equipped in both intelligence quotient (IQ) and emotional intelligence quotient (EQ). Sociologists use the term “soft skills” to describe a person’s EQ, as compared to IQ which represents ‘hard skills. Soft skills describe a person character trait and personality in contrast with the person’s intellect and intelligence. Modern-day work must be designed in a manner that combines both IQ and EQ to provide the maximum level of efficiency. Soft skills are therefore imperative for all levels of managers and employees. Statistically, anagers who are able to acquire a good balance between hard and soft skills are typically in high demand of their services. Omansi Business Advisory Training Services is skilled in designing and delivering such soft skills training for all type of managers.

**OUR APPROACH**

Omansi’s training is niche in Ghana in that it focuses less on the traditional methods of training and facilitation, and rather employs the use of psychometrics for its training.

What is a psychometric tool?

A psychometric tool is a mental and measurement tool used to test, measure, and assess employee performance (among other things). Employees are typically recruited based on testing their cognitive or IQ skills. Overtime, these skills must be properly aligned with their personality, behavioral traits, and emotional quotient to make them more efficient in their jobs. Instead of using the traditional training methods to do this, Omansi uses psychometrics because unlike the traditional methods of training, the results provided by psychometrics are far more reliable (consistency of measurement) and valid (accuracy) of soft skills assessments.

Advantages of using psychometrics:

* Better understand how employees behave at work.
* Identify strengths and weaknesses of employees.
* Align strengths and weaknesses to employees’ jobs.
* Accurately test the general intelligence and emotional intelligence of employees.
* Adequately estimate employees performance on the job.
* Align personality and behavioral traits with employee soft skills needs.

How we do it

To train on a soft skill such as leadership skills, Omansi will start by doing pre-assessment research either based on the training objectives, team dynamics, time frame, or simply engaging directly with a cross section of the Trainees. Based on the data generated, an appropriate psychometric tool will be selected and used.

The approach starts with:

* Identifying the right tests for the right employees.
* Supporting employees to take the tests.
* Analyzing results by Omansi Consultants.
* Debriefing of results with employees.
* Aligning strengths and weaknesses to employee’s jobs.
* Designing appropriate working models and tools for employees to ‘take home’ and use to improve how they work in their organizations.
* Provide post training assessment, two months after the initial training. Using an appropriate scorecard system, we will ascertain how employees have put their learning into practice.

**TRAINING OUTCOMES FOR ORGANIZATIONS**

1. Identify and understand employees emotional and character traits

2. Understand strengths and weaknesses of employee’s character traits

2. Understand how character traits impact employee’s work

3. Understand how character traits impact teamwork

4. Successfully align character traits with achieving organizational KPIs

4. Achieve higher KPI rates through soft skills training.

**TYPES OF SOFT SKILLS TRAINING**

We provide training for a plethora of soft skills. The table below however provides a list of five (5) popular skills. These can be adjusted to suit individual organizational needs. It describes the soft skill, mentions some of the psychometrics to be used, and the training outcomes expected for each soft skill.

Table 1 Soft Skills – Description, psychometrics and training outcomes

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| **SOFT SKILLS** | **DESCRIPTION, PSYCHOMETRICS AND TRAINING OUTCOMES** |
| 1. Time management skills | Time management helps employees to prioritize tasks to help meet work schedules on time and in an effective and efficient manner. It also helps in proper delegation of tasks, scheduling and multitasking.  **The psychometric**  An appropriate time management skill psychometric will be selected based on training objectives, team dynamics, training time etc. The most popular for we use is The Priority Matrix.  **Training Outcomes** - Overall, using the psychometric will:   * Enable employees to prioritize their work to help meet KPIs on time * Help employees to schedule their time and tasks efficiently * Support employees to work smart * This training also addresses common employee challenges such as stress management, employee absenteeism and retention. |
| 2. Communication skills | Communication skills involves acquiring written and oral communication skills.  **The psychometric**  An appropriate communication skill psychometric will be selected based on training objectives, team dynamics, training time etc.  **Training Outcomes** - Overall, using the psychometric will:   * Provide employees with basic etiquette skills for efficient communication with clients and colleagues. * Help in receiving and disseminating different kinds of information effectively * Help achieve organizational goals seamlessly. |
| 3. Negotiation skills | Negotiation skills has to do with the ability to influence others to arrive at a desired outcome, as well as settling differences amicable. It is about acquiring the skills to negotiate and compromise amiably, while avoiding argument and dispute.  **The psychometric**  An appropriate negotiation skill psychometric will be selected based on training objectives, team dynamics, training time etc.  **Training Outcomes** - Overall, using the psychometric will:   * Provide employees with appreciable skills to negotiate contracts, tasks, resources etc * Influence people positively to achieve specific goals. |
| 4. Emotional intelligence skills | Emotional intelligence (EQ) focuses on Staff awareness to control and express their emotions judiciously and be empathetic towards other colleagues.  **The psychometric**  An appropriate emotional intelligence skill psychometric will be selected based on training objectives, team dynamics, training time etc.  **Training Outcomes** - Overall, using the psychometric will:   * Help employees to identify and manage their emotions without taking it out on other people * Help to identify and manage other people’s emotions * Help in empathizing and caring for others. |
| 5. People management skills | This is about improving interpersonal skills and the ability to communicate with workmates in a friendly manner and influence people effectively.  **The psychometric**  An appropriate people management skill psychometric will be selected based on training objectives, team dynamics, training time etc.  **Training Outcomes** - Overall, using the psychometric will:   * Help employees to become more personable, become better team players, and support others. * Enhance employee’s awareness of diversity and working effectively in a multicultural workplace. * Help to manage and reduce conflict. |
| 6. Leadership Management Skills | Organizational leadership management skills focuses on leading, organizing and influencing people to achieve common strategic organizational goal.  **The psychometric**  An appropriate leadership and management skill psychometric will be selected based on training objectives, team dynamics, training time etc.  Popular to us are Myres Briggs Type Indicator, The BOSI Quadrant of Entrepreneurial DNA, and a few others,  **Training Outcomes** - Overall, using the psychometric will:   * Help employees to identity their peculiar leadership traits and skills * Help managers and team leads to identity the exact kinds of team members they need to complement their leadership styles * The point above is essential to achieving KPIs promptly, and enhance cohesions among teams * Equip different level of managers with effective leadership and management qualities and skills. |

**WHO DO WE TRAIN?**

* Senior managers
* Middle level managers
* Lower-level managers
* Employees just promoted to leadership positions
* New recruits
* Teams

**OUR TEAM**

The Omansi Team is made up of leadership and management specialist and psychologist. They comprise:

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| **NO** | **TEAM** | **EXPERTISE** |
| 1. | Dr Benonia Aryee | Ph. D in Strategy and International Business.  Training expert in Business Advisory Services  Training expert in Psychometrics  Training expert in Customer Service  Training expert in Teambuilding  Youth Coach  Life Coach |
| 2. | Dr, Yvonne Otchere | Ph. D in Clinical Psychology  Training expert in Psychotherapy  Training expert in Psychometrics. |
| 3. | Mr. Philip Okyere | MCILT, Pg Dip. in Logistics and Supply Chain Management  Recruitment training expert  Training expert in logistics |
| 4. | A Team of other experts |  |

**DEMONSTRATION**

To help appreciate this niche concept, Omansi provides taster sessions to heads of HR , Chief Learning Officers and heads of training. This way they can experience the services before training is delivered.

**CONCLUSION**

Omansi provides the best and most precise soft skill training using the most appropriate psychometric tools. Psychometrics have been tested and tried internationally over the years. Omansi offers a similar international experience as a game changer for soft skills training in Ghana.

**CONTACT**

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