



Management And Leadership

## Behavioral Management Masterclass

## Course Introduction

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In today's fast-paced and interconnected work environment, soft skills are no longer optional—they are essential. While technical knowledge can get the job done, it is behavioural and interpersonal skills that drive long-term success, team cohesion, and organizational impact. The **Behavioural Management Masterclass: The Power of Soft Skills in the Workplace**, delivered by **BOOST Consulting and Training**, is a comprehensive, high-impact program designed to elevate participants' interpersonal effectiveness and behavioural agility.

This masterclass dives deep into the essential competencies that enable professionals to build trust, communicate with impact, collaborate across functions, and lead with empathy and confidence. Through a combination of expert-led discussions, real-life case studies, roleplays, and interactive exercises, participants will gain practical insights into how soft skills influence team dynamics, leadership potential, and organizational culture.

## Target Audience

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- Mid-level professionals and team leaders seeking to strengthen people skills.
- Supervisors, managers, and high-potential staff preparing for leadership roles.
- Employees who work in cross-functional or client-facing environments.
- Professionals aiming to improve communication, emotional intelligence, and conflict resolution skills.

## Learning Objectives

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- Recognize the value of soft skills in personal and organizational effectiveness.

- Apply emotional intelligence principles to improve relationships and decision-making.
- Enhance verbal, non-verbal, and written communication for greater impact.
- Resolve conflicts and build stronger professional relationships.
- Demonstrate assertiveness, empathy, and influence in workplace interactions.

Collaborate more effectively within teams and manage interpersonal challenges with confidence.

## Course Outline

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### • DAY 01

#### **Foundation of Soft Skills and Emotional Intelligence**

- Introduction to Behavioural Management and the Role of Soft Skills
- Soft Skills vs. Hard Skills: Debunking Myths
- Components of Emotional Intelligence (EQ)
- Self-Awareness and Self-Regulation Exercises
- Developing Empathy and Social Awareness

### • Day 02

#### **Communication Mastery**

- Effective Verbal and Non-Verbal Communication
- Active Listening and Asking the Right Questions
- Overcoming Communication Barriers
- Giving and Receiving Constructive Feedback
- Crafting Clear and Professional Written Communication (emails, reports, memos)

### • Day 03

#### **Influence, Assertiveness, and Conflict Management**

- Assertive vs. Passive and Aggressive Behaviour
- Influencing Without Authority
- Conflict Types and Causes
- Practical Conflict Resolution Techniques
- Mediation and Difficult Conversation Simulations

• Day 04

**Collaboration, Leadership & Workplace Relationships**

- Building Rapport and Trust
- Understanding Team Dynamics and Roles
- Collaborative Problem-Solving and Decision-Making
- Motivating Others and Leading by Example
- Adapting Your Leadership Style Based on Situations

• Day 05

**Productivity, Time Management, and Wrap-Up**

- Prioritization Tools and Productivity Frameworks
- Managing Time and Energy Effectively
- Exercise: Personal Development Plan

**Confirmed Sessions**

FROM	TO	DURATION	FEES	LOCATION
July 28, 2025	Aug. 1, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Sept. 1, 2025	Sept. 5, 2025	5 days	4250.00 \$	UAE - Dubai
Nov. 9, 2025	Nov. 13, 2025	5 days	4250.00 \$	KSA - Riyadh