



भारतीय प्रबंध संस्थान कोषिकोड

Indian Institute of Management Kozhikode

*Globalizing Indian Thought*



# Soft Skills For Interpersonal Effectiveness: Attitude & Skill Enhancement Lab

December 15 - 19, 2025

## Overview:

In this progressively competitive world, the triumph of jobs has advanced to more than just having qualifications and technical skills. Besides better job-related knowledge, employers are also seeking employees with 'flexible' management skills, widely known as soft skills.

Soft skills are personal attributes and competencies that augment an individual's ability to interrelate efficiently with others and are largely pertinent both at and outside the workplace. Whether you are dealing with colleagues, negotiating with suppliers or interacting with customers, the manner in which you present yourself and your ideas and manage your resources is vital to your success at the workplace. Proficiencies such as effective

communication, assertive behavior, conflict resolution and negotiation, inter personal effectiveness, creative problem solving, amongst others, constitute soft skills. These are in fact life skills that everyone should have to boost professional relationships and job performance in order to become more successful at definite stages of life and career.

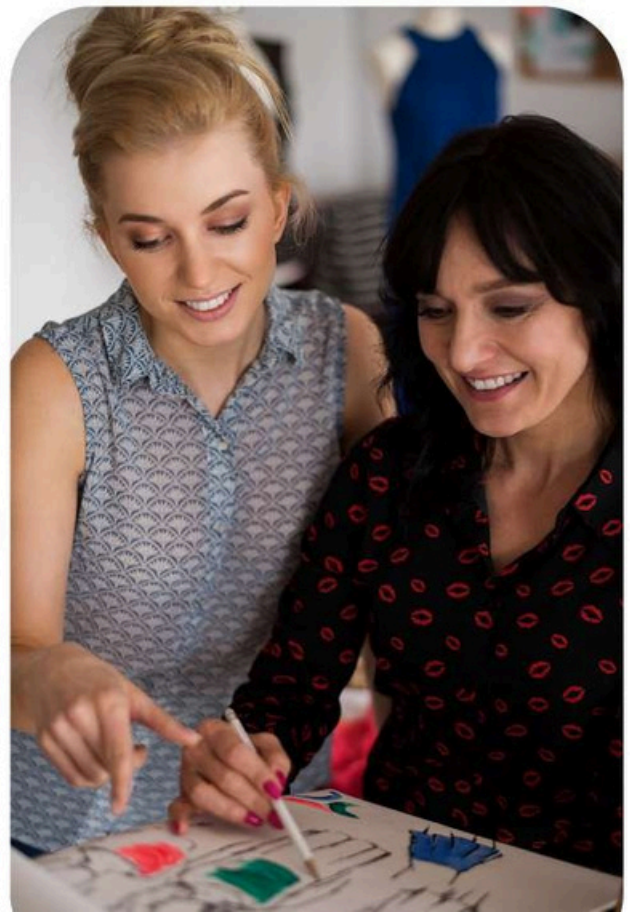
Soft Skills for Interpersonal Effectiveness is designed to help executives at every level gain the soft skills they need in binding the combined potential of fellow team members towards achieving set objectives. Each session will be conducted by expert in the respective field.



## OBJECTIVE

The Programme will help professionals:

- Become skilled at managing self & people.
- Enhance communication skills.
- Develop a more confident personality.
- Create a niche in the corporate world.
- Become better in terms of development and execution of creative ideas & plans.
- Fortify skills as a team member and as a team leader.



## Learning Outcomes and Contents:

- Assertive Behaviour
- Anger Management
- Building & Leading the Team
- Business Etiquette
- Change Management
- Communication Skills - Oral & Written
- Confidence Building
- Conflict Resolution & Negotiation Skills
- Creative Thinking
- Emotional Intelligence
- Handling Harassment at Work
- Motivation & Persuasion Skills
- Presentation Skills
- Personality Development
- Stress & Time Management

## Participants Profile:

- Junior, middle & senior level managers in public & private organizations who would like to enhance their influence, both within their organizations and externally with other organizations, by honing their soft skills.
- Entrepreneurs who wish to create a niche by way of honing their interpersonal and people skills.
- A varied cross section of participant profiles adds new facets and perspectives to the discussions and experiential sessions.



## Pedagogy:

- Case Studies
- Games & Activities (Indoor & Outdoor)
- Situation Handling
- Oral & Written Exercises
- Group Work & Discussions
- Audio-visual
- Role Plays
- Movies

## FACILITATOR



**Prof. Deepa Sethi**

Dean (OEE&I) & Professor, Humanities  
& Liberal Arts in Management

Prof. Deepa Sethi has extensive experience in teaching, research, training, and consulting activities in the areas of Managerial Communication, Soft Skills, and Behavioural Aspects in Organisations. She is an expert in the field of Managerial Communication and has been trained at the Harvard Business School. Her research interests are Verbal & Nonverbal Communication, Cross-cultural Communication, Soft Skills for Interpersonal Effectiveness, Health Communication, and Presentation Skills. She has also been awarded Prof. Indira Parikh 50 Women in Education Leaders Title in 2019. She has published in high impact refereed A\* and A listed international journals.



## Programme Fee:

Rs. 90,000 (Residential) |  
Rs. 80,000 (Non-Residential)  
GST @ 18%



## Cancellation Policy:

Joining instructions will be sent to the selected candidates 10 days prior to the start of the programme. Kindly do not make your travel plans unless you receive the confirmation email from IIM Kozhikode. If the programme is cancelled, the participants or the sponsoring organization will have the option to either get the fee paid by them adjusted against any other future management development programme(s) of the Institute or get a refund. IIM Kozhikode will not be liable for any other expenses incurred by the organization or the participant. Also the transaction fee will not be refunded.



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## Management Development Programme

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