



LEDISA ACADEMY

LISTEN, LOOK, LEARN ... THE LANGUAGE OF INFLUENCE

SOFT SKILLS TRAINING PROGRAMMES

No.	Title	Category	Mode	Duration
C1	Business Writing Skills	Administrative Skills	On-Site/Online	1 Day/1 Month
C2	Executive and Personal Assistants	Administrative Skills	On-Site/Online	1 Day/1 Month
C3	Administrative Support	Administrative Skills	On-Site/Online	1 Day/1 Month
C4	Collaborative Business Writing	Administrative Skills	On-Site/Online	1 Day/1 Month
CS5	Meeting Management	Administrative Skills	On-Site/Online	1 Day/1 Month
C6	Organisational Skills	Administrative Skills	On-Site/Online	1 Day/1 Month
C7	Social media in the Workplace	Administrative Skills	On-Site/Online	1 Day/1 Month
S144	Report Writing	Administrative Skills	On-Site	1 Day
MS8	Assertiveness Skills	Career Development	On-Site	1 Day/1 Month
CS9	Personal Branding	Career Development	On-Site/Online	1 Day/1 Month
M10	Communication Barriers	Career Development	On-Site	1 Day
CS11	Communication Strategies & Skills	Career Development	On-Site/Online	1 Day/1 Month
C12	Job Search Strategies	Career Development	On-Site/Online	1 Day/1 Month
AMCS13	Negotiation Skills	Career Development	On-Site/Online	1 Day/1 Month
C14	Ten Crucial Soft Skills	Career Development	On-Site/Online	1 Day/1 Month
C15	Creative Problem Solving Skills	Career Development	On-Site/Online	1 Day/1 Month
CS16	Time Management	Career Development	On-Site/Online	1 Day/1 Month
C17	Assertiveness & Self-Confidence	Career Development	On-Site/Online	1 Day/1 Month
CS18	Interpersonal Skills	Career Development	On-Site/Online	1 Day/1 Month
C19	Telework & Telecommuting	Career Development	On-Site/Online	1 Day/1 Month
C20	Digital Citizenship	Career Development	On-Site/Online	1 Day/1 Month
M21	Transition -Student to Professional	Career Development	On-Site	1 Day
AC22	Basic Bookkeeping	Financial Skills	On-Site/Online	1 Day/1 Month
AC23	Budgets And Financial Reports	Financial Skills	On-Site/Online	1 Day/1 Month
M24	Cost Management	Financial Skills	On-Site	1 Day
M25	Financial Management	Financial Skills	On-Site	1 Day
M26	Mergers & Acquisitions	Financial Skills	On-Site	1 Day
M27	Portfolio Management	Financial Skills	On-Site	1 Day
M28	Stocks & Investing	Financial Skills	On-Site	1 Day
C29	Business Succession Planning	Human Resources	On-Site/Online	1 Day/1 Month
MC30	Employee Recruitment	Human Resources	On-Site/Online	1 Day/1 Month
C31	Hiring Strategies	Human Resources	On-Site/Online	1 Day/1 Month
C32	Human Resource Management	Human Resources	On-Site/Online	2 Days/1 Month
C33	Measuring Results From Training	Human Resources	On-Site/Online	1 Day/1 Month
C34	Talent Management	Human Resources	On-Site/Online	1 Day/1 Month
CS35	Train-The-Trainer	Human Resources	On-Site/Online	2 Days/1 Month
C36	Workplace Diversity	Human Resources	On-Site/Online	1 Day/1 Month
C37	Workplace Violence	Human Resources	On-Site/Online	1 Day/1 Month
C38	Employee Onboarding	Human Resources	On-Site/Online	1 Day/1 Month
C39	Generation Gaps	Human Resources	On-Site/Online	1 Day/1 Month
C40	Workplace Harassment	Human Resources	On-Site/Online	1 Day/1 Month
M41	Compensation Management	Human Resources	On-Site	1 Day
S42	Conducting Interviews	Human Resources	On-Site	1 Day



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M43	Employee Retention	Human Resources	On-Site	1 Day
M44	Human Resource Consulting	Human Resources	On-Site	1 Day
M45	Manpower Planning	Human Resources	On-Site	1 Day
MCS46	Interview Skills	Human Resources	On-Site/Online	1 Day/1 Month
C156	Developing Lunch & Learn	Human Resources	On-Site/Online	1 Day/1 Month
C157	Millenial On-Boarding	Human Resources	On-Site/Online	1 Day/1 Month
C158	Health & Wellness at Work	Human Resources	On-Site/Online	1 Day/1 Month
C159	Employee Recognition	Human Resources	On-Site/Online	1 Day/1 Month
M47	Workplace Politics	Human Resources	On-Site	1 Day
AC48	Coaching & Mentoring	Leadership Skills	On-Site/Online	1 Day/1 Month
AS49	Coaching Skills	Leadership Skills	On-Site	1 Day
C50	Be a More Likable Boss	Leadership Skills	On-Site/Online	1 Day/1 Month
S51	Diversity Management	Leadership Skills	On-Site	2 Days
AS52	Leadership Skills Advanced	Leadership Skills	On-Site	2 Days
AS53	Leadership Skills Basic	Leadership Skills	On-Site	1 Day
AC54	Manager Management	Leadership Skills	On-Site/Online	1 Day/1 Month
AC55	Middle Manager	Leadership Skills	On-Site/Online	1 Day/1 Month
CS56	Performance Management	Leadership Skills	On-Site/Online	2 Days/1 Month
ACS57	Supervising Others	Leadership Skills	On-Site/Online	1 Day/1 Month
CS58	Employee Motivation	Leadership Skills	On-Site/Online	1 Day/1 Month
ACS59	Facilitation Skills	Leadership Skills	On-Site/Online	1 Day/1 Month
C60	Leadership & Influence	Leadership Skills	On-Site/Online	1 Day/1 Month
C61	Office Politics For Managers	Leadership Skills	On-Site/Online	1 Day/1 Month
C62	Virtual Team Building & Management	Leadership Skills	On-Site/Online	1 Day/1 Month
M63	Centralization & Desentralization	Leadership Skills	On-Site	1 Day
ACS64	Constructive Feedback	Leadership Skills	On-Site/Online	1 Day/1 Month
AS65	Decision Making	Leadership Skills	On-Site	1 Day
AS66	Delegation Skills	Leadership Skills	On-Site	1 Day
M67	Employee Engagement	Leadership Skills	On-Site	1 Day
AM68	Functions of Management	Leadership Skills	On-Site	1 Day
M69	Group Discussion Strategies	Leadership Skills	On-Site	1 Day
AM70	Levels of Management	Leadership Skills	On-Site	1 Day
M71	Performance Appraisals	Leadership Skills	On-Site	1 Day
AM72	Principles of Management	Leadership Skills	On-Site	1 Day
M73	Transactional Leadership	Leadership Skills	On-Site	1 Day
C153	Developing New Managers	Leadership Skills	On-Site/Online	1 Day/1 Month
C154	Entrepreneurship	Leadership Skills	On-Site/Online	1 Day/1 Month
C155	Team Building for Managers	Leadership Skills	On-Site/Online	1 Day/1 Month
M74	Trout Theory of Leadership	Leadership Skills	On-Site	1 Day
M75	Analyze your Business	Operational Skills	On-Site	1 Day
C76	Business Ethics	Operational Skills	On-Site/Online	1 Day/1 Month
CS77	Change Management	Operational Skills	On-Site/Online	1 Day/1 Month
CS78	Project Management	Operational Skills	On-Site/Online	1 Day/1 Month
C79	Supply Chain Management	Operational Skills	On-Site/Online	1 Day/1 Month
M80	Competency Iceberg Model	Operational Skills	On-Site	1 Day
M81	Crisis Management	Operational Skills	On-Site	1 Day



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MC82	Enterprise Risk Management	Operational Skills	On-Site/Online	1 Day/1 Month
AM83	International Trade	Operational Skills	On-Site	1 Day
M84	Production & Operations Management	Operational Skills	On-Site	1 Day
M85	Value Chain Analysis	Operational Skills	On-Site	1 Day
S142	Event Management	Operational Skills	On-Site	1 Day
C172	Knowledge Management	Operational Skills	On-Site/Online	1 Day/1 Month
CS86	Anger Management	Personal Development	On-Site/Online	1 Day/1 Month
MS87	Building Influence	Personal Development	On-Site	1 Day
M88	Building Self Confidence	Personal Development	On-Site	1 Day
C89	Critical Thinking	Personal Development	On-Site/Online	1 Day/1 Month
CS90	Emotional Intelligence	Personal Development	On-Site/Online	1 Day/1 Month
CS91	Goal Setting	Personal Development	On-Site/Online	1 Day/1 Month
C92	Job Search Skills	Personal Development	On-Site/Online	1 Day/1 Month
S93	Listening Skills	Personal Development	On-Site	1 Day
C94	Public Speaking	Personal Development	On-Site/Online	1 Day/1 Month
CS95	Stress Management	Personal Development	On-Site/Online	1 Day/1 Month
C96	Attention Management	Personal Development	On-Site/Online	1 Day/1 Month
C97	Managing Workplace Anxiety	Personal Development	On-Site/Online	1 Day/1 Month
C98	Personal Productivity	Personal Development	On-Site/Online	1 Day/1 Month
C99	Social Intelligence	Personal Development	On-Site/Online	1 Day/1 Month
C100	Work-Life Balance	Personal Development	On-Site/Online	1 Day/1 Month
MS101	Creative Thinking	Personal Development	On-Site	1 Day
S102	Overcoming Procrastination	Personal Development	On-Site	1 Day
M103	Personal SWOT Analysis	Personal Development	On-Site	1 Day
M104	Positive Attitude	Personal Development	On-Site	1 Day
M105	Read Smarter	Personal Development	On-Site	1 Day
M106	Self Motivation	Personal Development	On-Site	1 Day
S139	Persuasion Skills	Personal Development	On-Site	1 Day
S140	Questioning Skills	Personal Development	On-Site	1 Day
CS141	Developing Creativity	Personal Development	On-Site/Online	1 Day/1 Month
S165	Personal Impact	Personal Development	On-Site	1 Day
S166	Learning to Learn	Personal Development	On-Site	1 Day
C167	Improving Mindfulness	Personal Development	On-Site/Online	1 Day/1 Month
C168	Social Learning	Personal Development	On-Site/Online	1 Day/1 Month
C169	Increasing your Happiness	Personal Development	On-Site/Online	1 Day/1 Month
S170	Memory Skills	Personal Development	On-Site	1 Day
C107	Call Center Training	Sales & Marketing	On-Site/Online	1 Day/1 Month
ACS108	Customer Service	Sales & Marketing	On-Site/Online	1 Day/1 Month
C109	Internet Marketing Fundamentals	Sales & Marketing	On-Site/Online	1 Day/1 Month
CS110	Marketing Fundamentals	Sales & Marketing	On-Site/Online	1 Day/1 Month
C111	Overcoming Sales Objections	Sales & Marketing	On-Site/Online	1 Day/1 Month
ACS112	Presentation Skills	Sales & Marketing	On-Site/Online	2 Days/1 Month
CS113	Sales Fundamentals	Sales & Marketing	On-Site/Online	1 Day/1 Month
CS114	Body Language Basics	Sales & Marketing	On-Site/Online	1 Day/1 Month
C115	Media And Public Relations	Sales & Marketing	On-Site/Online	1 Day/1 Month
C116	Proposal Writing	Sales & Marketing	On-Site/Online	1 Day/1 Month



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C117	Trade Show Staff Training	Sales & Marketing	On-Site/Online	1 Day/1 Month
S143	Body Language Advanced	Sales & Marketing	On-Site	2 Days
S145	Handling Complaints	Sales & Marketing	On-Site	1 Day
CS146	Handling Difficult Customers	Sales & Marketing	On-Site/Online	1 Day/1 Month
S160	Advanced Customer Care	Sales & Marketing	On-Site	1 Day
C161	Creating a Great Webinar	Sales & Marketing	On-Site/Online	1 Day/1 Month
C162	Motivating Your Sales Team	Sales & Marketing	On-Site/Online	1 Day/1 Month
S163	Telephone Skills	Sales & Marketing	On-Site	1 Day
S164	Business Networking	Sales & Marketing	On-Site	2 Days
N147	Mastering Purchasing Fundamentals	Supply Chain	On-Site/Online	2 Days/1 Month
N148	MS Excel for Purchasing Professionals	Supply Chain	On-Site/Online	2 Days/1 Month
N149	MS Project for Purchasing Professionals	Supply Chain	On-Site/Online	2 Days/1 Month
N150	Supply Management Contract Writing	Supply Chain	On-Site/Online	2 Days/1 Month
N151	Best Purchasing Practices	Supply Chain	On-Site/Online	2 Days/1 Month
N152	Savings Strategy Development	Supply Chain	On-Site/Online	2 Days/1 Month
CS118	Conflict Resolution	Workplace Essentials	On-Site/Online	1 Day/1 Month
CS119	Teamwork & Team Building	Workplace Essentials	On-Site/Online	1 Day/1 Month
C120	Workplace Safety	Workplace Essentials	On-Site/Online	1 Day/1 Month
C121	Appreciative Inquiry	Workplace Essentials	On-Site/Online	1 Day/1 Month
C122	Business Acumen	Workplace Essentials	On-Site/Online	1 Day/1 Month
MC123	Business Etiquette	Workplace Essentials	On-Site/Online	1 Day/1 Month
CS124	Delivering Constructive Criticism	Workplace Essentials	On-Site/Online	1 Day/1 Month
C125	Civility In The Workplace	Workplace Essentials	On-Site/Online	1 Day/1 Month
M126	Feedback 360 Degree	Workplace Essentials	On-Site	1 Day
M127	Five Dimensions of Culture	Workplace Essentials	On-Site	1 Day
M128	Grapevine Communication	Workplace Essentials	On-Site	1 Day
M129	Hertzberg Theory of Motivation *	Workplace Essentials	On-Site	1 Day
MC130	Lean Process & Six Sigma	Workplace Essentials	On-Site/Online	1 Day/1 Month
M131	Maslow Need Hierarchy Model *	Workplace Essentials	On-Site	1 Day
S132	NLP Core Skills	Workplace Essentials	On-Site	1 Day
M133	Organization Culture	Workplace Essentials	On-Site	1 Day
M134	Pareto Analysis	Workplace Essentials	On-Site	1 Day
MCS135	Power of Feedback	Workplace Essentials	On-Site/Online	1 Day/1 Month
M136	Reinforcement Theory of Motivation *	Workplace Essentials	On-Site	1 Day
S137	Difficult Conversations	Workplace Essentials	On-Site	1 Day
C138	Developing Corporate Behaviour	Workplace Essentials	On-Site/Online	1 Day/1 Month
C171	Risk Assessment & Management	Workplace Essentials	On-Site/Online	1 Day/1 Month