Strategic Soft Skills for HR and Talent Management Training Course

28 Dec 2026 - 01 Jan 2027

Cape town

4600 € (Per Person)

Ref: #IS5652_288504

Course Introduction / Overview:

In today's dynamic business landscape, the role of Human Resources and Talent Management has evolved from a purely administrative function to a strategic partnership essential for organizational success. This transformation demands a sophisticated set of soft skills that go beyond traditional HR practices. This course is meticulously designed to equip HR professionals with the advanced interpersonal, communication, and leadership competencies needed to drive change, foster a positive work culture, and maximize human capital. Drawing upon foundational concepts from thought leaders like Daniel Goleman on emotional intelligence, the curriculum delves into the practical application of these skills in real-world scenarios. Participants will explore how to navigate complex workplace dynamics, influence key stakeholders, and champion employee development. At BIG BEN Training Center, we believe that mastering these strategic soft skills is the key to unlocking the full potential of any organization's most valuable asset, its people, a concept thoroughly explored in books like "Crucial Conversations". This program provides a comprehensive roadmap for HR professionals aiming to become influential leaders and true strategic partners within their organizations.

Target Audience / This training course is suitable for:

- Human Resources Managers and Directors.
- Talent Management Specialists.
- HR Business Partners.
- Learning and Development Professionals.
- Recruitment and Talent Acquisition Leaders.
- Organizational Development Consultants.
- Employee Relations Specialists.
- HR Generalists seeking career advancement.
- Department Heads and Line Managers involved in people management.

Target Sectors and Industries:

- Technology and Information Technology.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Consulting and Professional Services.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Telecommunications.
- Governmental and Public Sector Organizations.
- Non-Profit and Educational Institutions.
- Hospitality and Tourism.

Target Organizations Departments:

- Human Resources Department.
- Talent Management and Acquisition Department.
- Learning and Development Department.
- Organizational Development Department.
- Employee Relations Department.
- Compensation and Benefits Department.
- Senior and Executive Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and apply high levels of emotional intelligence in workplace interactions.
- Master advanced communication techniques for negotiation and influence.
- Implement effective strategies for conflict resolution and mediation.
- Lead organizational change initiatives with confidence and clarity.
- Design and facilitate impactful coaching and mentoring programs.
- Foster an inclusive and psychologically safe work environment.
- Utilize storytelling and data to present compelling HR initiatives to leadership.
- Enhance strategic thinking to align HR functions with business objectives.
- Build and maintain strong, collaborative relationships with all stakeholders.
- Drive employee engagement and retention through targeted soft skill application.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's professional role. We move beyond traditional lecture-based formats to create a dynamic learning environment that fosters deep understanding and practical skill acquisition. The course heavily relies on a blend of expert-led facilitation, real-world case study analysis, and collaborative group discussions where participants can share experiences and insights. A significant portion of the training is dedicated to hands-on activities, including role-playing exercises for difficult conversations, team-based problem-solving challenges, and strategic planning simulations. Participants will receive constructive, personalized feedback from both the instructor and their peers, allowing for continuous improvement throughout the five days. This immersive approach ensures that theoretical concepts are immediately translated into practical, actionable skills that can be implemented in the workplace to drive tangible results in talent management and strategic HR leadership.

Course Agenda (Course Units):

Unit One: The Strategic Foundation of Emotional Intelligence in HR

- The evolution of the HR professional into a strategic business partner.
- Core components of emotional intelligence (EQ) based on Daniel Goleman's model.
- Self-assessment of personal EQ strengths and areas for development.
- Techniques for enhancing self-awareness and self-regulation in high-pressure situations.
- Applying empathy to understand employee motivations and concerns.
- Developing social skills for building rapport and trust across the organization.
- The direct link between leader EQ and employee engagement and retention.

Unit Two: Advanced Communication and Influencing Skills

- Crafting clear and persuasive messages for diverse audiences.
- The art of active listening and powerful questioning.
- Non-verbal communication and its impact on workplace dynamics.
- Strategic storytelling to communicate HR data and initiatives effectively.
- Techniques for influencing senior leadership and key stakeholders.
- Navigating difficult conversations with confidence and tact.
- Principles of negotiation for talent acquisition and employee relations.

Unit three: Coaching, Mentoring, and Employee Development

- Differentiating between coaching, mentoring, and managing.
- The GROW model and other foundational coaching frameworks.
- Developing powerful coaching questions to unlock potential.
- Establishing effective mentoring relationships within the organization.
- Providing constructive feedback that inspires growth and performance.
- Aligning individual development plans with organizational goals.
- Fostering a continuous learning culture through HR initiatives.

Unit Four: Leading Change and Cultivating a Positive Culture

- Understanding the psychology of change and resistance.
- Communicating change effectively to minimize disruption and build buy-in.
- Strategies for managing conflict and mediating disputes.
- Building psychological safety to encourage innovation and open communication.
- Championing diversity, equity, and inclusion through daily interactions.
- Techniques for assessing and improving organizational culture.
- The HR leader's role in driving cultural transformation.

Unit Five: The HR Professional as a Strategic Partner

- Translating business objectives into a comprehensive talent strategy.
- Developing strategic thinking and business acumen.
- Using data analytics to inform HR decisions and measure impact.
- Building a personal brand as a credible and influential HR leader.
- Consultative skills for partnering with department heads and executives.
- Future-proofing the workforce through strategic succession planning.
- Creating a final action plan for applying course learnings in the workplace.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can HR professionals effectively balance the empathetic, human-centric application of soft skills with the increasingly data-driven, analytical demands of modern business strategy?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond the theoretical definitions of soft skills to focus intensely on their strategic application within the specific context of HR and talent management. While many programs teach isolated skills like communication or conflict resolution, this training integrates them into a cohesive framework for becoming an influential business partner. We emphasize the "how" and "why"—how to leverage emotional intelligence to drive change, why certain communication strategies succeed with senior leadership, and how to use coaching to directly impact business outcomes. The curriculum is built around real-world, complex scenarios that HR professionals face daily, from negotiating with difficult stakeholders to leading cultural shifts. Rather than simply presenting tools, we facilitate a deep, practical understanding of the psychology behind workplace dynamics. Participants leave not just with a list of new skills, but with a strategic mindset and a clear action plan to elevate their role, influence organizational direction, and demonstrably enhance the value of their human capital function.