



نقابة صيادلة لبنان
ORDRE DES PHARMACIENS DU LIBAN



February 23, 2017

OPL CE PROGRAM

SOFT SKILLS CALENDAR 2017

Speaker:

Dr. Elie WAKIL

Theme:

Human Relations

Date	Title	Venue	Time
18/01/2017	Effective Interpersonal Communication	OPL Auditorium	8:30-9:30PM
22/02/2017	Assertive Communication	OPL Auditorium	8:30-9:30PM
22/03/2017	Transactional Analysis in Communication	OPL Auditorium	8:30-9:30PM
05/04/2017	Leadership for Leaders: Basics	OPL Auditorium	8:30-9:30PM
27/04/2017	Leadership for Leaders: Advanced	OPL Auditorium	8:30-9:30PM
17/05/2017	Leadership for Leaders: Change	OPL Auditorium	8:30-9:30PM

Wednesday January 18, 2017

Title: Effective Interpersonal Communication

Objectives:

- To understand all the components of a successful dialogue
- To be able to improve our skills by breaking the cycle of our habits

Content:

- Introduction Objectives
- Parameters of Communication → Learning points
- Importance of Listening → Learning points
- Importance of Body Language → The quadrant basics

Wednesday February 22, 2017

Title: Assertive Communication

Objectives:

- Widen your range of assertiveness skills
- Develop a credible image that inspires confidence

Benefits:

- Understand why people are different
- Distinguish power from influence

Content:

- Opening-Expectations
- Behavior Types (the wheel)
- Why people behave differently
- Recognizing Behavior
- Advantages of Assertiveness

Wednesday March 22, 2017

Title: Transactional Analysis in Communication

Objectives:

- Recognize the scope of Transactional Analysis (TA) as a tool for understanding your own interactional style as well as the interactional style of others
- Identify the means by which an understanding of TA can help you interact with others in a more productive and meaningful way

Benefits:

- Manage difficult relations
- Project a stronger and more confident image

Content:

- Definition/the types
- The transactions (Parallel-Crossed)
- Which tape to play
- Maintaining adult-adult communication
- The revised model of 2011

Wednesday April 5, 2017

Title: Leadership for Leaders - Basics

Objectives:

- To learn what makes a leader successful and the causes for failure
- To understand the skills necessary to interact better with others and enhance their performance

Benefits:

- Develop your leadership abilities
- Communicate better with your collaborators
- Motivate people with different expectations and experience

Content:

- Introductions and objectives
- Leadership v/s partnership; Leader v/s Leadership vs. Leadership Brand
- Leading v/s managing
- Tasks and skills of a leader
- Situational leadership theory
- Theories of motivation: personal conclusion

Wednesday April 27, 2017

Title: Leadership for Leaders - Advanced

Objectives:

- Describe the effective coach
- Define the necessary internal tools to create the right environment

Benefits:

- Be able to use properly the necessary steps to conduct a collaborative coaching session that builds confidence and competence
- Increased confidence in the ability to coach

Content:

- Introduction-Objectives-Expectations
- What do employers expect? The job skills
- Learning styles: Discussion
- Leader as a coach? Coaching the 4 styles

Wednesday May 17, 2017

Title: Leadership for Leaders - Change

Objectives:

- Learn how individuals and organizations face change
- Build self-confidence enhancing readiness to take/assume responsibility

Benefits:

- Develop the change capability
- Understand that “change” is a competence to be developed

Content:

- Introduction-Objectives
- Change Management
 - company failure/success
 - the changes
- Dealing with change
- Types, causes and sources of changes
- Implementing change