

WORKSHOP CONTENT

PEOPLE & LEADERSHIP SKILLS (PLS)

UNIT 1 : SOCIAL SKILLS FOR ACCOUNTANTS (15%)

- 1.1 Personal grooming (including; appropriate dress code for interview workplace, meetings, and other social gatherings)
- 1.2 Social Etiquette, courtesy, and mannerism for Accountants (job interviews, workplace, meetings, and interpersonal relationships with superiors, colleagues, and clients /customers)
- 1.3 Telephone etiquette (including; greetings, introduction, responding, and taking messages, closing, responding to business SMS, conference calls)
- 1.4 Etiquette in the e-environment (including; sending and receiving e-mails, making and receiving calls, and communicating via social media)
- 1.5 Personal image building via:
 - o Physical image
 - o Online image
 - o Social image
 - o Positive attitudes (personally and professionally), values, thinking, speaking, and interacting

UNIT 2 : SERVICE SKILLS FOR ACCOUNTANTS (15%)

- 2.1 Understanding service orientation (both internal and external to the organization), customer centricity, building a customer-centric / service-oriented culture, and becoming an effective member of such a culture
- 2.2 Importance of networking, techniques of building better business relationships among colleagues, supervisors, clients, professionals, and other multiple stakeholders
- 2.3 Evaluate information from a variety of sources and perspectives
- 2.4 Apply Professional Skepticism

UNIT 3 : PRESENTATION SKILLS FOR ACCOUNTANTS (20%)

- 3.1 Techniques for building an effective presentation (including; planning, organizing the content, preparation, and audience analyzing techniques)
- 3.2 Effective verbal communication techniques (including; pitch, volume, tone, and pauses)
- 3.3 Effective non-verbal communication techniques (including; facial expressions, eye contact, gestures, postures, body language)
- 3.4 Effective delivery techniques (including; starting and closure, techniques for grabbing the attention, building rapport, and audience engagement techniques)
- 3.5 Tips for effectively presenting financial accounting data/information at a meeting.

UNIT 4 : TEAM WORKING SKILLS FOR ACCOUNTANTS (20%)

- 4.1 Accept and appreciate diversity at the workplace (including; awareness of barriers such as stereotypes and biases, overcoming barriers, and techniques for dealing with diversity)
- 4.2 Team dynamics (including; different types of teams, personality types, and team member relationships, stages in team building, team roles, and responsibilities)
- 4.3 Team conflicts (including; listening problems, communication problems, and factors influencing team effectiveness, and achieving results)
- 4.4 Team collaboration and management (including; motivating others, encouraging, Communicating, and negotiating for conflict resolution)

UNIT 5 : LEADERSHIP SKILLS FOR ACCOUNTANTS (30%)

- 5.1 Distinct between leading and managing
- 5.2 Leadership - role, skills, and styles (including; situational leadership and action centered leadership)
- 5.3 Leadership and Problem-Solving (including; identifying a problem, developing alternatives, getting ideas and consensus)
- 5.4 Leadership and decision making (including; barriers to decision making, steps in decision-making, decision-making tools such as analytical / brainstorming/devil's advocate)
- 5.5 Leadership and delegation, motivation, inspiration, direction, coaching, and training
- 5.6 Leadership challenges in an accounting firm (including; ethical dilemmas)
- 5.7 Leading with Emotional Intelligence (EI) (including; understanding the concept of EI and its' applications, measurement of continuous improvement towards a better leader)