

CHEAT SHEET – how to train your **Soft Skills**

- **Simulations and games** - Get your team together and let them re-enact the most common scenarios.
 - What can you re-enact? (regular) client meetings, sales meetings, presentation of reportings / analyses / how to use a tool...
 - How can you structure the simulation? Dialogue simulation, presentation in front of colleagues or friends, team presentations...

- **Exchange** actively with colleagues, friends, freelancers: Don't be shy – ask for their experience and draw learnings from it.

- **Study online:** Check the awesome [presentation](#) from Kirsty Hulse about creativity.

- **Onboarding:** Prepare a minimum half-day workshop / onboarding for your clients (or team). Make everyone come on board and get to know each other and the project.

- Change the perspective: Work from the **client's office** and learn about their routines and schedules.

- Attend **courses/lectures** designed for training, e.g. specialist in call centers/support or sales.