

## 10 Soft Skills You Need

The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that you show confidence in a challenging situation. These and other events can become more easily managed with this great workshop.



With our 10 Soft Skills You Need workshop your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: What are Soft Skills?

- Definition of Soft Skills
- Empathy and the Emotional Intelligence Quotient
- Professionalism
- Learned vs. Inborn Traits
- Case Study
- Module Two: Review Questions

#### Module Three: Soft Skill 1: Communication

- Ways We Communicate
- Improving Non-Verbal Communication
- Listening
- Openness and Honesty
- Case Study
- Module Three: Review Questions

#### Module Four: Soft Skill 2: Teamwork

- Identifying Capabilities
- Get Into Your Role
- Learn the Whole Process
- The Power of Flow
- Case Study
- Module Four: Review Questions

**Module Five: Soft Skill 3: Problem Solving**

- Define the Problem
- Generate Alternative Solutions
- Evaluate the Plans
- Implementation and Re-evaluation
- Case Study
- Module Five: Review Questions

**Module Six: Soft Skill 4: Time Management**

- The Art of Scheduling
- Prioritizing
- Managing Distractions
- The Multitasking Myth
- Case Study
- Module Six: Review Questions

**Module Seven: Soft Skill 5 and 6: Attitude and Work Ethic**

- What Are You Working For?
- Caring for Others vs. Self
- Building Trust
- Work Is Its Own Reward
- Case Study
- Module Seven: Review Questions

**Module Eight: Soft Skill 7: Adaptability/Flexibility**

- Getting over the Good Old Days Syndrome
- Changing to Manage Process
- Changing to Manage People
- Showing You're Worth Your Weight in Adaptability
- Case Study
- Module Eight: Review Questions

**Module Nine: Soft Skill 8: Self-Confidence**

- Confident Traits
- Self-Questionnaire
- Sure-fire Confidence Building Tactics
- Build Up Others
- Case Study
- Module Nine: Review Questions

**Module Ten: Soft Skill 9: Ability to Learn From Criticism**

- Wow, You Mean I'm Not Perfect?
- Listen With An Open Mind
- Analyze and Learn
- Clear the Air and Don't Hold Any Grudges
- Case Study
- Module Ten: Review Questions

**Module Eleven: Soft Skill 10: Networking**

- Redefining Need
- Identifying Others' Interests
- Reaching Out
- When to Back Off
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations