

PROGRAM HIGHLIGHTS

- ⚙️ 25 – 30 hours of in-person employability skills training - facilitated by *certified* SSS instructors
- ⚙️ Free for participants – certificates issued upon full completion of course
- ⚙️ Typically run over a one-week period – suitable for youth *and* adult job seekers and learners
- ⚙️ Content based on employer surveys and extensive research that *shows* these skills are in demand
- ⚙️ Unique, interactive and fun format – covers relevant, current topics needed to *succeed* at work

<p>UNIT 1</p> 	<p>Workplace Communication</p> <ul style="list-style-type: none"> ⚙️ first impressions, body language and non-verbal communication ⚙️ avoiding common workplace communication blunders ⚙️ communication and technology – email, texts, and social media ⚙️ speaking and listening effectively – and professionally ⚙️ appropriate (and not so appropriate) workplace conversations ⚙️ handling constructive criticism and employee evaluations
<p>UNIT 2</p> 	<p>Teamwork</p> <ul style="list-style-type: none"> ⚙️ what makes an effective team? ⚙️ how to be the team player that everyone wants to work with ⚙️ how be part of a high performance team while showing leadership qualities ⚙️ working with a diverse group (age, gender, cultural background, religion, etc.)
<p>UNIT 3</p> 	<p>Personal Management</p> <ul style="list-style-type: none"> ⚙️ professional image – in any work environment ⚙️ supporting the company or corporate image ⚙️ ethics and personal values ⚙️ time management at work ⚙️ handling stress and personal issues
<p>UNIT 4</p> 	<p>Problem Solving and Critical Thinking</p> <ul style="list-style-type: none"> ⚙️ the importance of good problems solving skills – for employees at any level ⚙️ managing emotions and finding solutions ⚙️ successful strategies for solving workplace problems ⚙️ resolving workplace conflicts effectively and professionally
<p>UNIT 5</p> 	<p>Professional and Skills Advancement</p> <ul style="list-style-type: none"> ⚙️ adapting to (and embracing) changes at work ⚙️ keeping up to date on technology and new research ⚙️ ways to improve work performance, compete and grow ⚙️ setting and achieving goals (SMART goals)

For more information, contact the Soft Skills Solutions[®] Master Trainer in your region

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