






For more information, contact Simcoe Muskoka Workforce Development Board - sss@smwdb.com

Soft Skills Solutions[©] Program Highlights

UNIT 1 	Workplace Communication <ul style="list-style-type: none"> ⚙ first impressions, body language and non-verbal communication ⚙ common workplace communication blunders ⚙ communication and technology – workplace writing, email, and social media ⚙ speaking and listening effectively – and professionally ⚙ appropriate (and not so appropriate) workplace conversations ⚙ handling constructive criticism and employee evaluations
UNIT 2 	Teamwork <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 diverse groups (age, gender, cultural background, religion, etc.)
UNIT 3 	Personal Management <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
UNIT 4 	Problem Solving and Critical Thinking <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
UNIT 5 	Professional and Skills Development <ul style="list-style-type: none"> ⚙ adapting to (and embracing) changes at work ⚙ keeping up to date on technology and gaining new skills ⚙ ways to improve work performance, compete and grow ⚙ setting and achieving goals (SMART goals) ⚙ personal branding