

# Classroom Course Description

## Unlocking the Power of Your Soft Skills:

*Soft skills* are known as the interpersonal skills that we tend to use in our personal life as well as in the workplace. They encompass effective communication skills, active listening, displaying a positive attitude and much more. By contrast *hard skills* are typically easy to observe and measure, because they pertain to specific skill sets.

**Who Should Attend:** This course is designed for all employees who are interested in enhancing their interpersonal skills and exploring ways that will ultimately lead to their continuing success.

## **Course Objectives:**

- Differentiate between *soft* and *hard* skills.
- Determine ways to enhance your *soft skills*.
- Recognize the attributes of contributing to a positive attitude.
- Examine how good work habits will contribute to your overall success.
- Identify ways that will help you focus on self-development.

## **Course Content:**

1. Examine those soft skills that are crucial for overall effectiveness in the workplace.
2. Understand that effective communication is more than just sending messages; it involves the ability to receive messages, listen actively, to communicate non-verbally and more.
3. Recognize that the difference between an obstacle and an opportunity is our attitude toward it. Explore steps that can be used to impact everything we do, just by changing your thinking.
4. Realize how our attitude impacts our work habits; when the wrong actions are continually repeated they are developed into bad habits. We will look into ways that will break this cycle.

## **Delivery Format**

- **Mini lecture**
- **Group exercises**
- **Guided discussions**
- **Participant workbooks**
- **Vignettes**