Mastering Soft Skills for Workplace Success

This six-week course will focus on developing soft skills (social skills) that are critical for success in the workplace. U.S. research has found that in addition to degrees and certificates, the development of soft skills is necessary for a strong and growing workforce. There are six key skills that are needed for both new and long-term successful workers. We will study these six skills which are: Communication; Networking; Attitude; Teamwork; Problem Solving; and Professionalism. The classes will include: information, discussion, and activities for learning. The course is based on the curriculum from the U.S. Department of Labor.

① Communication
Communication skills have been ranked as the #1 skills that employers desire in a job candidate. These skills involve both how we give and receive information. In this course we will learn the various forms that people use to communicate. We will look at communication skills to use during a job interview as well as communication skills as an employee to your supervisor. When an employee and supervisor learn to communicate well, there is a greater opportunity of job success.

② Attitude
A positive and enthusiastic attitude are critical in workplace success. Having a positive attitude in the workplace can help with promotions. Employers promote employees who not only produce, but also motivate others in the workplace. The activities in this course seek to teach participants about the importance of enthusiasm and a positive attitude in the workplace. Participants will hear strategies for turning negative thinking into positive thinking, and strategies for displaying and discussing enthusiasm during an interview and on the job.

③ Teamwork
Teamwork is an essential part of workplace success. The ability to work as part of a team is one of the most important skills in today’s job market. Employers are looking for workers who can contribute their own ideas. They also want people who can work with others to create and develop projects and plans. In this course, we will learn the what, the how and the why of teamwork. We will also discover the barriers to teamwork and strategies to overcome these barriers.

④ Networking
In this course we look at the importance of networking as a strategy for career development and exploration. Everyone has a network, even if you don’t realize it, and when it comes to job searching, this network may be just as important as your skills and experience. Participants will learn about taking initiative and overcoming fear (which is quite common). They will also learn informational interviewing, as well as, potential guidelines to consider when using social networks, texting, and email for networking purposes.

⑤ Problem Solving
Problem solving and critical thinking refers to the ability to use knowledge, facts, and data to effectively solve problems. Having the necessary skills to identify solutions to problems is one of the skills that employers look for in employees. The activities in this section focus on learning how to solve problems in a variety of ways in the workplace. Participants will learn the difference between criticism, praise, and feedback. The course will also present strategies for making ethical decisions, solving problems on a team with others, and learning how to include others’ ideas when assessing actions and statements in the workplace.

⑥ Professionalism
Employers want workers to be responsible, ethical, and team oriented. They also want workers to possess effective communication, interpersonal, and problem-solving skills. Wrap these skills up all together and you’ve got professionalism. Professionalism may look slightly different in various job settings, but the core elements are always the same. These core elements also give young employees a successful edge as they begin their careers. Professionalism is not one skill but the blending and integration of a variety of skills. This course will look at the first 5 soft skills again to see how they blend together to create this soft skill of professionalism—the complete package to produce workplace success.