# Ten Soft Skills You Need Workshop

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 <u>Ten Soft Skills You Need</u> 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.

### **Workshop Objectives:**

- Discuss why soft skills are important to success in the workplace
- Understand the 10 key soft skills everyone should have
- Use soft skills to relate more effectively to others in the workplace
- Understand how to use soft skills to communicate, problem-solve, and resolve conflict
- Apply soft skills to specific situations



## TABLE OF CONTENTS

- 1. Module One: Getting Started
  - a. Workshop Objectives
- 2. Module Two: What are Soft Skills?
  - a. Definition of Soft Skills
  - b. Empathy and the Emotional Intelligence Quotient
  - c. Professionalism
  - d. Learned vs. Inborn Traits
  - e. Case Study
  - f. Module Two: Review Questions
- 3. Module Three: Communication
  - a. Ways We Communicate
  - b. Improving Nonverbal Communication
  - c. Listening
  - d. Openness and Honesty
  - e. Case Study
  - f. Module Three: Review Questions
- 4. Module Four: Teamwork
  - a. Identifying Capabilities
  - b. Get Into Your Role
  - c. Learn the Whole Process
  - d. The Power of Flow
  - e. Case Study
  - f. Module Four: Review Questions
- 5. Module Five: Problem-Solving
  - a. Define the Problem
  - b. Generate Alternative Solutions
  - c. Evaluate the Plans
  - d. Implementation and Re-Evaluation
  - e. Case Study
  - f. Module Five: Review Questions
- 6. Module Six: Time Management
  - a. The Art of Scheduling
  - b. Prioritizing
  - c. Managing Distractions
  - d. The Multitasking Myth
  - e. Case Study
  - f. Module Six: Review Questions
- 7. Module Seven: Attitude and Work Ethic

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

#### 8. Module Eight: Adaptability/Flexibility

- a. Getting Over the Good Old Days Syndrome
- b. Changing to Manage Process
- c. Changing to Manage People
- d. Showing You're Worth Your Weight in Adaptability
- e. Case Study
- f. Module Eight: Review Questions

#### 9. Module Nine: Self-Confidence (Owning It)

- a. Confident Traits
- b. Self-Questionnaire
- c. Surefire Self-Confidence Building Tactics
- d. Build Up Others
- e. Case Study
- f. Module Nine: Review Questions

#### 10. Module Ten: Ability to Learn from

- a. Wow, You Mean I'm Not Perfect?
- b. Listen with an Open Mind
- c. Analyze and Learn
- d. Clear the Air and Don't Hold Any Grudges
- e. Case Study
- f. Module Ten: Review Questions

#### 11. Module Eleven: Networking

- a. Redefine Need
- b. Identifying Others' Interests
- c. Reach Out
- d. When to Back Off
- e. Case Study
- f. Module Eleven: Review Questions

#### 12. Module Twelve: Wrapping Up

a. Words from the Wise