

Introduction to Business Soft Skills

LESSON
#1

Study Guide



Business

Soft Skills

Career Enhancement

**A Business Soft Skills lesson
for your career enhancement**



**BUSINESS
SOFTSKILLS, INC.**

Level One / 2.0

“Business SoftSkills Career Enhancement Study Guide”

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“Introduction to Study Guide”

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Lesson #1

“Business SoftSkills Introduction”

LESSON #1 “Introduction”

If you know your soft skills, it will be easier to get a job and get promoted... this is a *fact* in the business world. This lesson will explain uses of soft skills in the workplace today and how to get maximum effectiveness out of the Business SoftSkills Level One package. Included in this video are the four key points for “workers returning to the workplace” and important information for graduating students.

Video Lesson Timing																	
Lesson Number	VIDEO	Entire Lesson	Open	Intro										Exercise	Review & Quiz	Credits	
					1	2	3	4	5	6	7	8	9				
1	Intro to Career	9:40:00	2:45		4:11	1:18											1:36

Script

[“As Spoken” script - not edited for grammar]

OPENING

Hello, I'm James Mulligan I'm the spokesperson for Business SoftSkills Inc. Congratulations on your purchase of Business Soft Skills Level One. YOU are about to embark on a path to career enhancement. As you may know, business soft skills are those skills that are not normally taught in the schools or colleges but are an absolute NECESSITY in the business world today.

This complete package includes the soft skills lessons covering the recommended areas of Workplace Relationships and Verbal and Written Communications. It was

Lesson #1

“Business SoftSkills Introduction”

written, researched and produced by senior members of industry and it is based on what business people said is LACKING in their employees today.

Now each lesson will have an introduction, rules or key points, real Case Studies, a review and quiz section and a summary. Some lessons will even have Role Playing and actual exercises.

To get the maximum value from this program it is essential to view the lessons in the sequence noted on the disks starting with this one as #1.

By following this progression, you will get the maximum benefits from this program. When these lessons are applied to your job, your career will be enhanced and people will start to look at you as a more competent and professional employee. But you **MUST** learn and **APPLY** all these lessons **ALL OF THE TIME**. If you don't, you will get a reputation of being unreliable.

Now included on this DVD, you will find a study guide for each lesson. Each study guide includes a hardcopy of the video script, the review and quiz, and a twenty question test to monitor your progress. If you are an instructor, you will have access to the test answers and other suggestions to assist you in communicating these lessons in a formal class.

In addition you can print out your own “Quick Reference Card” for each lesson for easy referral. And if you ever need a refresher course, just replay the DVD at anytime

So there you have it, the most comprehensive and complete soft skills package available today. Once completed, you have an advantage over others who are unaware that their lack of Soft Skills are hindering them from advancement.

Remember this package was written **BY** business people **FOR** the business industry. So watch these videos, practice the rules and you too can have a successful career.

Re-entering the workplace module

Hello, this is a message directed to all individuals who are re-entering the workplace after a period of business inactivity. Whether you are a stay-at-home parent or a senior citizen, returning to work can be difficult. By viewing this message and learning Level One of Business SoftSkills, the transition will be much easier.

As time goes by, the workforce will be shrinking and there will be a need for additional employees at all levels. By the year 2025, the labor force is expected to be 20% less than what it is today. The increased life expectancy of the baby boomer generation has

significantly increased the elderly population. The simple fact is that there will be fewer younger workers in the future. So let's talk about the four rules of getting back into the job market.

Rule #1: Have an upbeat, can-do attitude.

Present yourself as energetic and interested in the current work world. Never look, tired, defeated or out of place. Always look the staff in the eye and be engaging in your conversation.

Look the part... is Rule #2.

Make sure that you don't dress "old." Dress appropriately for your age in the current fashion. Make sure that your hair, makeup and accessories are modest. And keep the perfume and cologne to a minimum.

Rule #3: Live in the present, not in the past.

Whether you are just interviewing, or on the job, never refer to "the good old days" or say things like, "you are too young to remember that."

Limit your old stories or how you solved problems in the past. These activities remind everyone that you are a senior and may frustrate co-workers.

Rule #4: Promote your positive attributes.

When interviewing, talk about your work ethic and abilities. Let them know that you are more flexible with time and are able to adapt to different environments and get the job done. Use these rules and learn your Business SoftSkills and you will have an excellent opportunity to get a job. Remember, you were probably successful in earning a living before, and you can do it again. Good luck and good job hunting.

Now it's time to get a pen and paper out. We're going to see a review and then have a quiz.

Occasionally, you will see a slide with a missing word or multiple choice question. You will have eight seconds to write the answer before it appears on the screen. Are you ready? Okay. Good luck and here we go into the review and quiz portion of this lesson.

Review & Quiz

Questions are in **BOLD** and answers are underlined

Now it is time to get pen and paper out. We are going to see a review and have a quiz. Once in a while you will see a slide come up with a missing word, true or false, or multiple choice question. You'll have 8 seconds to write down the answer before it appears on screen. Are you ready? OK, good luck, and here we go into the review and quiz portion of this lesson.

Four Rules to

Re-entering the

Job Market

Rule #1

Maintain an upbeat

I-can-do-it attitude

Rule #2

Look The Part:

- Dress appropriately
- Modest hair and makeup
- Apply perfume and
- Cologne conservatively

Rule #3

Live in the present,

Not in the past

Fill in the missing words:

Refrain from saying

"The good old days"

or

"You're too young

to remember that"

Rule #4

Promote your

Positive Attributes

During your interview:

Discuss your work ethic

And ability to adapt

To different environments

Graduating Students Module

Congratulations! You have survived the all-nighters, passed your finals and made it through all those graduation speeches and gotten your diploma. You are now ready to enter the business world. Learning Business Soft Skills will greatly assist you in your transition into business. College life and the business world are light years apart and in order to let you know what to expect, we have put together a special lesson for you called *"Introduction to the Business World."*

This lesson will use research from graduates who are now in the business world and explain the transition problems that they've solved. Now these videos will give you a real life view of what to expect in business. Oh, one more thing. Don't get upset if after graduation you don't know exactly what you want to do. You need time to learn what you like and don't like. You need to gain experience before you know what you want to do. And after 3-4 years you may change your mind anyway. So don't worry about getting it right immediately. So, good luck and welcome to the exciting new world of business!

Lesson #1 *"Business SoftSkills Introduction"*

Lesson #1 "Introduction" Test

True or False

- 1- Maintain an upbeat, I-can-do-it attitudeT or F
- 2- Look the part by dressing appropriately.....T or F
- 3- Live in the past NOT in the presentT or F
- 4- Always talk about *The good old days*.....T or F
- 5- Promote your positive attributesT or F

NOTE: Due to the fact that this lesson is short, there are only 5 questions. All other lessons have 20 True/False questions.

Lesson #1

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Lesson #1 Test Answers

- 1- Maintain an upbeat, I-can-do-it attitudeT
- 2- Look the part by dressing appropriately.....T
- 3- Live in the past NOT in the presentF
- 4- Always talk about *The good old days*.....F
- 5- Promote your positive attributesT

QUICK REFERENCE CARD

[See next page]

The Quick Reference Cards for this lesson are located on the next page. These cards provide the rules and key points of this lesson.

The Quick Reference pages can be printed on a heavy card stock then cut into individual cards for easy access. They can also be printed in the 8 ½ x 11 format and laminated or put into a notebook.

Use them whenever you need a quick referral to key points of this lesson.

Business soft skills are those skills that are not normally taught in the schools or colleges but are an absolute **NECESSITY** in the business world today.

Four rules of getting back into the job market

Rule #1 Have an upbeat, can-do attitude

Rule #2 Make sure that you don't dress "old".

Dress appropriately for your age in the current fashion

Rule #3 Live in the present, not the past

Rule #4 Promote your positive attributes

- College life and the business world are light years apart
- These videos will give you a real life view of what to expect in business

- Don't get upset if after graduation you don't know what exactly what you want to do
- You need time to learn what you like and don't like
- You need to gain experience before you know what you want to do