Corporate Training Materials

All of our training products are fully customizable and are perfect for one day and half day workshops. You can easily update or insert your own content to make the training more relevant to participants. Our material is completely customizable and is backed up by a 90 day 100% no questions asked money back guarantee!

With our training courseware you are able to:

- Add your name and logo (and remove ours).
- Add your own content to make the training more relevant to your clients (i.e. using examples and case studies from within your organization or city)
- Train unlimited users within your organization.
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Any technical issues or questions can be addressed by our support team support@corporatetrainingmaterials.com

Our Product Catalog contains our entire library of available and upcoming courses. Please follow this link: http://corporatetrainingmaterials.com/product_catalog.pdf

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Preface

What is Courseware?

Welcome to Corporate Training Materials, a completely new training experience!

Our courseware packages offer you top-quality training materials that are customizable, user-friendly, educational, and fun. We provide your materials, materials for the student, PowerPoint slides, and a take-home reference sheet for the student. You simply need to prepare and train!

Best of all, our courseware packages are created in Microsoft Office and can be opened using any version of Word and PowerPoint. (Most other word processing and presentation programs support these formats, too.) This means that you can customize the content, add your logo, change the color scheme, and easily print and e-mail training materials.

How Do I Customize My Course?

Customizing your course is easy. To edit text, just click and type as you would with any document. This is particularly convenient if you want to add customized statistics for your region, special examples for your participants' industry, or additional information. You can, of course, also use all of your word processor's other features, including text formatting and editing tools (such as cutting and pasting).

To remove modules, simply select the text and press Delete on your keyboard. Then, navigate to the Table of Contents, right-click, and click Update Field. You may see a dialog box; if so, click "Update entire table" and press OK.
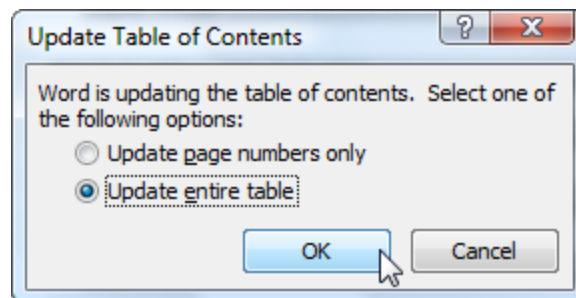

(You will also want to perform this step if you add modules or move them around.)

If you want to change the way text looks, you can format any piece of text any way you want. However, to make it easy, we have used styles so that you can update all the text at once.

If you are using Word 97 to 2003, start by clicking the Format menu followed by Styles and Formatting. In Word 2007 and 2010 under the Home tab, right-click on your chosen style and click Modify. That will then produce the Modify Style options window where you can set your preferred style options.

For example, if we wanted to change our Heading 1 style, used for Module Titles, this is what we would do:
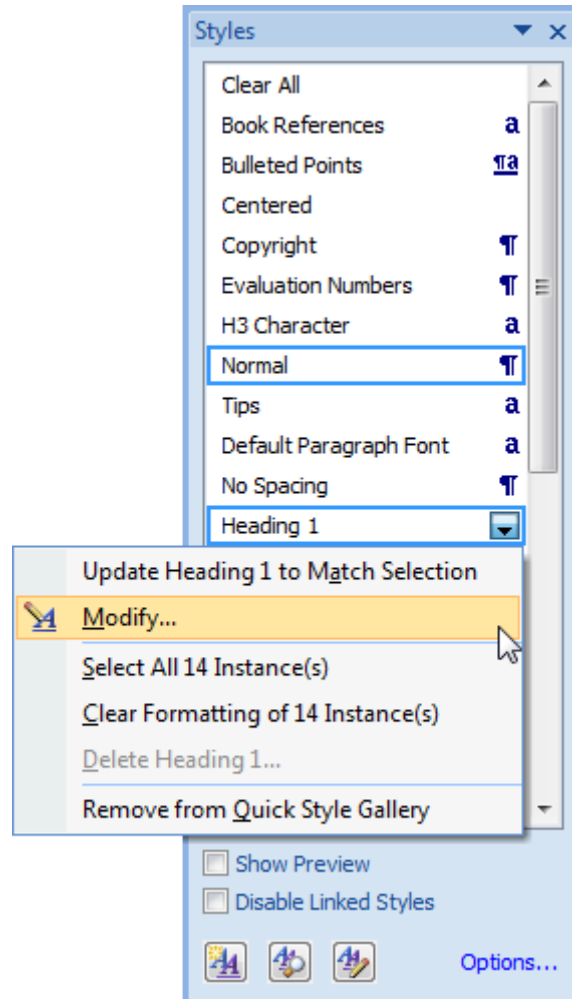
Now, we can change our formatting and it will apply to all the headings in the document.

For more information on making Word work for you, please refer to Word 2007 or 2010 Essentials by Corporate Training Materials.

Materials Required

All of our courses use flip chart paper and markers extensively. (If you prefer, you can use a whiteboard or chalkboard instead.)

We recommend that each participant have a copy of the Training Manual, and that you review each module before training to ensure you have any special materials required. Worksheets and handouts are included within a separate activities folder and can be reproduced and used where indicated. If you would like to save paper, these worksheets are easily transferrable to a flip chart paper format, instead of having individual worksheets.

We recommend these additional materials for all workshops:

- Laptop with projector, for PowerPoint slides

- Quick Reference Sheets for students to take home

- Timer or watch (separate from your laptop)

- Masking tape

- Blank paper

Maximizing Your Training Power

We have just one more thing for you before you get started. Our company is built for trainers, by trainers, so we thought we would share some of our tips with you, to help you create an engaging, unforgettable experience for your participants.

- **Make it customized.** By tailoring each course to your participants, you will find that your results will increase a thousand-fold.

    o Use examples, case studies, and stories that are relevant to the group.

    o Identify whether your participants are strangers or whether they work together. Tailor your approach appropriately.

    o Different people learn in different ways, so use different types of activities to balance it all out. (For example, some people learn by reading, while others learn by talking about it, while still others need a hands-on approach. For more information, we suggest Experiential Learning by David Kolb.)

- **Make it fun and interactive.** Most people do not enjoy sitting and listening to someone else talk for hours at a time. Make use of the tips in this book and your own experience to keep your participants engaged. Mix up the activities to include individual work, small group work, large group discussions, and mini-lectures.

- **Make it relevant.** Participants are much more receptive to learning if they understand why they are learning it and how they can apply it in their daily lives. Most importantly, they want to know how it will benefit them and make their lives easier. Take every opportunity to tie what you are teaching back to real life.

- **Keep an open mind.** Many trainers find that they learn something each time they teach a workshop. If you go into a training session with that attitude, you will find that there can be an amazing two-way flow of information between the trainer and trainees. Enjoy it, learn from it, and make the most of it in your workshops.

And now, time for the training!

Icebreakers

Each course is provided with a wide range of interactive Icebreakers. The trainer can utilize an Icebreaker to help facilitate the beginning of the course, as it helps "break the ice" with the participants. If the participants are new to each other, an icebreaker is a great way to introduce everyone to each other. If the participants all know each other it can still help loosen up the room and begin the training session on positive note. Below you will see one of the icebreakers that can be utilized from the Icebreakers folder.

Icebreaker: Friends Indeed

Purpose

Have the participants moving around and help to make introductions to each other.

Materials Required

- Name card for each person
- Markers

Preparation

Have participants fill out their name card. Then, ask participants to stand in a circle, shoulder to shoulder. They should place their name card at their feet. Then they can take a step back. You as the facilitator should take the place in the center of the circle.

Activity

Explain that there is one less place than people in the group, as you are in the middle and will be participating. You will call out a statement that applies to you, and anyone to whom that statement applies must find another place in the circle.

Examples:

- Friends who have cats at home
- Friends who are wearing blue
- Friends who don't like ice cream

The odd person out must stand in the center and make a statement.

The rules:

- You cannot move immediately to your left or right, or back to your place.
- Let's be adults: no kicking, punching, body-checking, etc.

Play a few rounds until everyone has had a chance to move around.

Training Manual Sample

On the following pages is a sample module from our Training Manual. Each of our courses contains twelve modules with three to five lessons per module. It is in the same format and contains the same material as the Instructor Guide, which is then shown after the Training Manual sample, but does not contain the Lesson Plans box which assists the trainer during facilitation.

The Training Manual can be easily updated, edited, or customized to add your business name and company logo or that of your clients. It provides each participant with a copy of the material where they can follow along with the instructor.

Sample Module: What are Soft Skills?

What are soft skills, anyway? Simply put, soft skills are the personal attributes that allows us to effectively relate to others. These skills enhance our personal interactions and lead to greater job performance and satisfaction. Unlike hard skills, which are the technical and knowledge skill set we bring to our work, soft skills are interpersonal and can be applied in a broad array of situations. Soft skills encompass both personality traits, such as optimism, and abilities which can be practiced, such as empathy. Like all skills, soft skills can be learned.

Definition of Soft Skills

Soft skills are personal attributes that allow us to effectively relate to others. Applying these skills helps us build stronger work relationships, work more productively, and maximize our career prospects. Often we place the focus of our career development efforts on hard skills – technology skills, knowledge, and other skills that specifically relate to our ability to get work-related tasks done. This means we neglect to develop our soft skills. However, soft skills are directly transferrable to any job, organization, or industry. As a result, they are an investment worth making.

Soft skills include:

- Communication
- Listening
- Showing Empathy
- Networking
- Self-confidence
- Giving and receiving feedback

Empathy and the Emotional Intelligence Quotient

 Empathy is perhaps the most important soft skill we can develop for better interpersonal interactions. Empathy is the ability to identify with another person's experience. While we often think of empathy in terms only of identifying with someone's pain or negative experience, we can apply empathy in a variety of situations. Developing empathy allows us to imagine ourselves in another person's shoes, to respond to others, and even to vicariously experience others' feelings of emotions. When we demonstrate empathy, we create connections with others, which can help to build teamwork or otherwise create shared goals. Empathy also helps to forge stronger interpersonal connections between team members and colleagues, which is as important as shared goals or complementary skills when it comes to accomplishing work.

Empathy is one component of what is known as Emotional Intelligence, or EI. Emotional Intelligence is the ability to recognize and manage our feelings so that they are expressed appropriately. Exercising emotional intelligence helps to create harmonious, productive relationships. There are four key components to Emotional Intelligence:

- **Self-awareness**: The ability to recognize our own feelings and motivations
- **Self-management**: The ability to appropriate express (or not express) feelings
- **Social awareness**: Our ability to recognize the feelings and needs of others, and the norms of a given situation
- **Relationship management**: Our ability to relate effectively to others

Taken together, these skills make up our Emotional Intelligence Quotient (EQI). The EQI is a measure of your ability to exercise soft skills such as empathy.

Professionalism

The word "professionalism" often conjures up images of a cold, distant, brusque person in a nondescript navy blue suit. In fact, many people have the sense that to be "professional" is exactly the opposite of demonstrating empathy and emotional intelligence! However, professionalism is a key soft skill, and it doesn't require you to be inauthentic, distant, or detached. Professionalism is simply the ability to conduct yourself with responsibility, integrity, accountability, and excellence. Acting with professionalism also means seeking to communicate effectively with others and finding a way to be productive. Professionalism involves what may seem to be small acts, such:

- Always reporting to work on time and returning promptly from breaks
- Dressing appropriately
- Being clean and neat
- Speaking clearly and politely to colleagues, customers, and clients
- Striving to meet high standards for one's own work

Learned vs. Inborn Traits

Because soft skills are talked about as traits of a person's personality, it may seem as though you have to born with them. While some soft skills come more easily to one person than they might to another, soft skills are not inborn. Like all skills, they can be learned. Because we all have our own preferences and ways of moving through the world, some soft skills may be more difficult to learn than others. But if we think back, there are also aspects of our hard skill set that were difficult at first, though they now seem to come quite naturally to us. We develop soft skills in the same way we develop hard skills – we practice! Spending time with people who seem to be able to effortlessly demonstrate a soft skill that you find challenging is one way to build your soft skill set. Another way is to seek opportunities to practice in which the risk of failure is low, until you feel confident in your ability. You don't have to be born a networker or an empathetic person – you can learn and build these skills throughout your career.

Case Study

Dee was just not a "people person." She preferred to work by herself, and her position at her company allowed her to do that most of the time. She valued her productivity and her ability to meet deadlines and exceed expectations, and anything that got in the way of that was an annoyance. When she had to interact with coworkers throughout the day, she preferred to keep the interactions as brief as possible so she could get back to work. Her coworker Angela mentioned that people often found Dee unapproachable. "I'm just not wired to be social," Dee told her. "I don't relate well to others when I feel like they're wasting my time. I've always been a loner – it just comes naturally to me." Angela explained that she also preferred to focus on her tasks and work independently, but she had learned to relate to her coworkers so that she could have a more harmonious work experience.

Angela encouraged Dee to try changing her approach to coworkers, to try to see them not as interruptions but as fellow humans who were worth paying attention to. Dee decided to try this, though it was hard for her. The next time a coworker interrupted her while she worked, Dee tried to really listen to what he needed rather than rushing him out of her office. She realized that her coworkers often didn't come to her until things were in crisis because they found her distant. She then realized that cultivating better relationships was a way to prevent crises in the workday.

Module Two: Review Questions

1. All but which of the following are true of soft skills?

   a) They are aspects of a person's personality
   b) They are actions as well as characteristics
   c) They can promote better workplace efficiency
   d) All of these

2. The technical and knowledge skills we bring to our jobs are known as which of the following?

   a) Soft skills
   b) Hard skills
   c) EI
   d) None of these

3. The ability to identify with another's feelings is known as which of the following?

   a) Empathy
   b) Sympathy
   c) Projection
   d) Role playing

4. All but which of the following are components of emotional intelligence?

   a) Self-Awareness
   b) Self-Management
   c) All of these
   d) Relationship management

5. The ability to recognize our feelings and express them appropriately is known as which of the following?

   a) Psychological intelligence
   b) Emotional intelligence
   c) Emotional regulation
   d) Emotion management

6. Professionalism does NOT require which of the following?

   a) Acting with integrity
   b) Seeking to always be productive
   c) Communicating clearly with others
   d) Maintaining a wide emotional distance from colleagues

7. Which of the following is NOT true of soft skills?

   a) They are inborn
   b) They can enhance productivity
   c) They can enhance work satisfaction
   d) All of these

8. Which of the following is the best way to develop soft skills?

   a) Research them
   b) Watch other people apply them
   c) None of these
   d) Practice

9. What best describes Dee?

   a) A Loner
   b) Relaxed
   c) Personable
   d) Imaginative

10. What did demonstrating empathy help increase?

   a) Productivity
   b) Understanding
   c) All of these
   d) Communication

Instructor Guide Sample

On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box. Each Instructor Guide and Training Manual mirrors each other in terms of the content. They differ in that the Instructor Guide is customized towards the trainer, and Training Manual is customized for the participant.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor train that particular lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.

Sample Module: What are Soft Skills?

What are soft skills, anyway? Simply put, soft skills are the personal attributes that allows us to effectively relate to others. These skills enhance our personal interactions and lead to greater job performance and satisfaction. Unlike hard skills, which are the technical and knowledge skill set we bring to our work, soft skills are interpersonal and can be applied in a broad array of situations. Soft skills encompass both personality traits, such as optimism, and abilities which can be practiced, such as empathy. Like all skills, soft skills can be learned.

Definition of Soft Skills

Soft skills are personal attributes that allow us to effectively relate to others. Applying these skills helps us build stronger work relationships, work more productively, and maximize our career prospects. Often we place the focus of our career development efforts on hard skills – technology skills, knowledge, and other skills that specifically relate to our ability to get work-related tasks done. This means we neglect to develop our soft skills. However, soft skills are directly transferrable to any job, organization, or industry. As a result, they are an investment worth making.

Soft skills include:

- Communication
- Listening
- Showing Empathy
- Networking
- Self-confidence
- Giving and receiving feedback

Estimated Time	8 minutes
Topic Objective	Introduce the concept of Soft Skills
Topic Summary	**Soft Skills** Discuss the concept of soft skills.
Materials Required	**Flip board/chart and markers**
Planning Checklist	None
Recommended Activity	As a group, discuss soft skills. Brainstorm soft skills that class members use every day. List these on the board.
Stories to Share	Share any personal or relevant stories.
Delivery Tips	Invite individual participants to share their nightly routines.
Review Questions	What are soft skills?

Empathy and the Emotional Intelligence Quotient

Empathy is perhaps the most important soft skill we can develop for better interpersonal interactions. Empathy is the ability to identify with another person's experience. While we often think of empathy in terms only of identifying with someone's pain or negative experience, we can apply empathy in a variety of situations. Developing empathy allows us to imagine ourselves in another person's shoes, to respond to others, and even to vicariously experience others' feelings of emotions. When we demonstrate empathy, we create connections with others, which can help to build teamwork or otherwise create shared goals. Empathy also helps to forge stronger interpersonal connections between team members and colleagues, which is as important as shared goals or complementary skills when it comes to accomplishing work.

Empathy is one component of what is known as Emotional Intelligence, or EI. Emotional Intelligence is the ability to recognize and manage our feelings so that they are expressed appropriately. Exercising emotional intelligence helps to create harmonious, productive relationships. There are four key components to Emotional Intelligence:

- **Self-awareness**: The ability to recognize our own feelings and motivations
- **Self-management**: The ability to appropriate express (or not express) feelings
- **Social awareness**: Our ability to recognize the feelings and needs of others, and the norms of a given situation
- **Relationship management**: Our ability to relate effectively to others

Taken together, these skills make up our Emotional Intelligence Quotient (EQI). The EQI is a measure of your ability to exercise soft skills such as empathy.

Estimated Time	8 minutes
Topic Objective	Introduce the concept of Emotional Intelligence
Topic Summary	**Emotional Intelligence** Discuss the concept of Emotional Intelligence.
Materials Required	**01-Emotional Intelligence**
Planning Checklist	None
Recommended Activity	Complete the worksheet individually. Share answers with the class if desired.
Stories to Share	Share any personal or relevant stories.

Delivery Tips	Encourage everyone to participate.
Review Questions	How can we demonstrate emotional intelligence?

Professionalism

The word "professionalism" often conjures up images of a cold, distant, brusque person in a nondescript navy blue suit. In fact, many people have the sense that to be "professional" is exactly the opposite of demonstrating empathy and emotional intelligence! However, professionalism is a key soft skill, and it doesn't require you to be inauthentic, distant, or detached. Professionalism is simply the ability to conduct yourself with responsibility, integrity, accountability, and excellence. Acting with professionalism also means seeking to communicate effectively with others and finding a way to be productive. Professionalism involves what may seem to be small acts, such:

- Always reporting to work on time and returning promptly from breaks
- Dressing appropriately
- Being clean and neat
- Speaking clearly and politely to colleagues, customers, and clients
- Striving to meet high standards for one's own work

Estimated Time	**12 minutes**
Topic Objective	Professionalism
Topic Summary	**Professionalism** Explore the concept of professionalism
Materials Required	**Flipboard/chart and markers**
Planning Checklist	None
Recommended Activity	Have the class brainstorm traits or actions that they feel demonstrate professionalism and lack of professionalism. List these on the board.
Stories to Share	Share any personal relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	How can we strive to demonstrate professionalism?

Learned vs. Inborn Traits

Because soft skills are talked about as traits of a person's personality, it may seem as though you have to born with them. While some soft skills come more easily to one person than they might to another, soft skills are not inborn. Like all skills, they can be learned. Because we all have our own preferences and ways of moving through the world, some soft skills may be more difficult to learn than others. But if we think back, there are also aspects of our hard skill set that were difficult at first, though they now seem to come quite naturally to us. We develop soft skills in the same way we develop hard skills – we practice! Spending time with people who seem to be able to effortlessly demonstrate a soft skill that you find challenging is one way to build your soft skill set. Another way is to seek opportunities to practice in which the risk of failure is low, until you feel confident in your ability. You don't have to be born a networker or an empathetic person – you can learn and build these skills throughout your career.

Estimated Time	12 minutes
Topic Objective	Introduce the concept of building soft skills
Topic Summary	**Build Soft Skills** Consider ways in which we can build and practice soft skills.
Materials Required	**Flipchart/board and marker**
Planning Checklist	None
Recommended Activity	Have the class brainstorm ideas for how we can build and practice soft skills.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	How can we build soft skills?

Case Study

Dee was just not a "people person." She preferred to work by herself, and her position at her company allowed her to do that most of the time. She valued her productivity and her ability to meet deadlines and exceed expectations, and anything that got in the way of that was an annoyance. When she had to interact with coworkers throughout the day, she preferred to keep the interactions as brief as possible so she could get back to work. Her coworker Angela mentioned that people often found Dee unapproachable. "I'm just not wired to be social," Dee told her. "I don't relate well to others when I feel like they're wasting my time. I've always been a loner – it just comes naturally to me." Angela explained that she also preferred to focus on her tasks and work independently, but she had learned to relate to her coworkers so that she could have a more harmonious work experience.

Angela encouraged Dee to try changing her approach to coworkers, to try to see them not as interruptions but as fellow humans who were worth paying attention to. Dee decided to try this, though it was hard for her. The next time a coworker interrupted her while she worked, Dee tried to really listen to what he needed rather than rushing him out of her office. She realized that her coworkers often didn't come to her until things were in crisis because they found her distant. She then realized that cultivating better relationships was a way to prevent crises in the workday.

Estimated Time	5 minutes
Topic Objective	Outline the What are Soft Skills case study.
Topic Summary	**Case study** Discuss the importance of soft skills for workplace happiness.
Materials Required	None
Planning Checklist	None
Recommended Activity	Discuss the outcome of the case study.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	How did Dee view soft skills?

Module Two: Review Questions

1. All but which of the following are true of soft skills?

   a) They are aspects of a person's personality
   b) They are actions as well as characteristics
   c) They can promote better workplace efficiency
   d) All of these

   Soft skills are aspects of a person's personality that impact how he or she interacts with others. They are learned, and encompass both characteristics and actions.

2. The technical and knowledge skills we bring to our jobs are known as which of the following?

   a) Soft skills
   b) Hard skills
   c) EI
   d) None of these

   The technical and knowledge skills we bring to our work are known as hard skills. These are only one component of workplace success. Soft skills are also important.

3. The ability to identify with another's feelings is known as which of the following?

   a) Empathy
   b) Sympathy
   c) Projection
   d) Role playing

   Empathy is the ability to identify with another's feelings. Demonstrating empathy is a key soft skill.

4. All but which of the following are components of emotional intelligence?

   a) Self-Awareness
   b) Self-Management
   c) All of these
   d) Relationship management

   There are four domains of emotional intelligence (EI). These are self-awareness, self-management, social awareness, and relationship management.

5. The ability to recognize our feelings and express them appropriately is known as which of the following?

   a) Psychological intelligence
   b) Emotional intelligence
   c) Emotional regulation
   d) Emotion management

   Emotional intelligence is the ability to recognize our emotions and express them appropriately. Emotional intelligence is key to developing strong soft skills.

6. Professionalism does NOT require which of the following?

   a) Acting with integrity
   b) Seeking to always be productive
   c) Communicating clearly with others
   d) Maintaining a wide emotional distance from colleagues

   Professionalism requires that a person always act with integrity, accountability, and responsibility. He or she should always seek to communicate clearly and be productive. Wide emotional distance is not required, and can even undermine professionalism.

7. Which of the following is NOT true of soft skills?

   a) They are inborn
   b) They can enhance productivity
   c) They can enhance work satisfaction
   d) All of these

   Soft skills are not inborn – they can be learned. Some skills come easier than others based on our experiences and personal preferences, but none of them are hardwired into us!

8. Which of the following is the best way to develop soft skills?

   a) Research them
   b) Watch other people apply them
   c) None of these
   d) Practice

   Because soft skills can be learned, the best way to develop them is to practice! Professional development courses and mentoring can help you identify opportunities for practice.

9. What best describes Dee?

    a) A Loner
    b) Relaxed
    c) Personable
    d) Imaginative

    Dee is a loner. She found people to be more of an annoyance than anything else.

10. What did demonstrating empathy help increase?

    a) Productivity
    b) Understanding
    c) All of these
    d) Communication

    Dee realized that not demonstrating empathy had created barriers to productivity. When she started to work on these skills, productivity, understanding, and communication were all enhanced.

Activities

During the facilitation of a lesson Worksheet or Handout may be utilized to help present the material. If a lesson calls for a Worksheet or Handout it will be listed in the Lesson Plan box under Materials Required. The trainer can then utilize the Activities folder for the corresponding material and then provide it to the participants. They are all on separate Word documents, and are easily edited and customized.

Below you will see the Worksheets or Handouts that are utilized during the training of the above lesson. They are located in the Activities folder and can be easily printed and edited for the participants.

Sample Worksheet: Emotional Intelligence

In this space, reflect on your own Emotional Intelligence. Which skills do you think you apply well? Which are hard for you?

_____

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Quick Reference Sheets

Below is an example of our Quick reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date.

They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.

10 Soft Skills You Need

Openness and Honesty

Open, honest communication is the key to building workplace relationships and demonstrating professionalism. While you do not need to discuss personal or private topics in the workplace, being transparent and honest about work matters and generally being willing to communicate with others is vital. People can sense when someone is hiding something or withholding information, and tend not to trust him or her. This damages workplace trust and relationships, and may lead to lower productivity and morale. Each of us has a different level of comfort with what we choose to disclose about ourselves, but being willing to share parts of yourself with your colleagues also helps to build rapport.

Managing Distractions

A major key to productivity, especially if you want to find a flow state, is to manage your distractions. Distractions happen – we can minimize them and manage them, but never eliminate them altogether. Creating a plan for managing distractions is a key time management skill. The first step is to determine what your major distractions are. Is it colleagues popping into your office? Is it your email or voicemail? Do you get bored with routine tasks if you have to focus on them too long? Figuring out what your major distractions are can help you brainstorm solutions and better manage them.

Some common distractions are:

- Colleagues stopping by to chat
- Checking email or voicemail
- Clutter in your workspace
- Boredom after spending too long on one task

You can solve these by:

- Establishing "open door" hours
- Closing your door or otherwise indicating "Please Do Not Disturb"
- Using noise canceling headphones
- De-cluttering your workspace
- Building in breaks

The Multitasking Myth

Multitasking is exactly what it sounds like – trying to do more than one thing at a time. Many of us multitask throughout our day – listening to a colleague while checking email, working on a document while talking on the phone. We have the idea that we get more done when we multitask or that this is the best way to maximize our time. However, studies show that 30-40% more time is spent when you multitask rather than when you mono-task (work on one thing at a time). Multitasking also means your attention is divided, which can lead to miscommunication and errors. Multitasking can also damage relationships, as it may convey that we are not really interested in what another is saying. It can be difficult to break the multitasking habit, but it is key if we are be the best we can be

Certificate of Completion

Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.

CERTIFICATE OF COMPLETION

[Name]

Has mastered the course

10 Soft Skills You Need

Awarded this _____ day of _____, 20 ___

Presenter Name and Title

PowerPoint Sample

Below you will find the PowerPoint sample. The slides are based on and created from the Training Manual. PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.

Module Two: What are Soft Skills?

What are soft skills, anyway? Simply put, soft skills are the personal attributes that allows us to effectively relate to others. These skills enhance our personal interactions and lead to greater job performance and satisfaction.

I think we all have empathy. We may not have the courage to display it.

Maya Angelou

Definition of Soft Skills

Communication	Empathy
Networking	Confidence

Empathy and the Emotional Intelligence Quotient

Self-awareness

Social awareness

Relationship management

Professionalism

Always reporting to work on time

Speaking clearly and politely to colleagues, customers, and clients

Striving to meet high standards

Learned vs. Inborn Traits

They can be learned

Practice

Seek opportunities

Case Study

Dee was just not a "people person."

She preferred to keep her interactions as brief as possible

Angela encouraged Dee to try changing her approach to coworkers

She realized that cultivating better relationships was a way to prevent crises

Module Two: Review Questions

1. All but which of the following are true of soft skills?

   a) They are aspects of a person's personality
   b) They are actions as well as characteristics
   c) They can promote better workplace efficiency
   d) All of these

2. The technical and knowledge skills we bring to our jobs are known as which of the following?

   a) Soft skills
   b) Hard skills
   c) EI
   d) None of these

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