
ESSENTIAL SOFT SKILLS COURSES

Program Description

The Essential Soft Skills self-study certificate program will teach you the skills needed to get more interviews, nail the interview, and succeed in your new jobs, write a cover letter, and more. The term soft skills applies to general "people skills," such as communication, teamwork, and professionalism. Unlike hard skills — which are applied toward specific types of jobs, such as computer programming, construction, or medical care — soft skills aren't often directly taught in school or career training programs. Yet, they are just as, if not more, important than hard skills in many jobs. Essential Soft Skills measures foundational work habits and employability skills that employers commonly define as essential to gain and maintain employment including conveying professionalism, communicating effectively, teamwork and collaboration, and thinking critically and solving problems. This program offers soft skills training through seven online courses, giving you a foundation of knowledge and tools to be a valuable employee. The courses are as follows:

<p><u>The Profile of the Candidate</u></p> <ul style="list-style-type: none">• Saving Your Resume• External Resources• Digital Badges• Cover Letters• Email Etiquette for Resumes• The Application Process <p><u>Getting Your Foot in the Door</u></p> <ul style="list-style-type: none">• Preparation for the Interview• Personal Appearance• Accessories• Cell Phones• Social Media• Interview Etiquette• The Interview<ul style="list-style-type: none">○ Tips for the Second Interview <p><u>Employee to Colleague Interactions</u></p> <ul style="list-style-type: none">• Characteristics of a Professional• Communications• Office Gossip• Conflict in the Workplace• Voice Volume• Camaraderie in the Workplace• Practice Scenarios	<p><u>Employee to Customer Interactions</u></p> <ul style="list-style-type: none">• The Customer Service Experience• The Average Customer via Face-to-Face• The Unhappy Customer via Face-to-Face• The Average Customer via Phone• The Not so Average Customer via Phone• Transferring, Taking Messages, Emails• Practice Scenarios <p><u>Workplace Etiquette</u></p> <ul style="list-style-type: none">• Computer/Cell Phone use during Work Hours• Ethics• Attitude in the Workplace• Giving and Receiving Feedback• The 7 R's of Leadership• Organizational Skills• Office Protocol
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