PROGRAM HIGHLIGHTS

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- 25 - 30 hours of in-person employability skills training - facilitated by *certified* SSS instructors
- Free for participants – certificates issued upon full completion of course
- Content based on employer surveys and extensive research that *shows* these skills are in demand
- Unique, interactive, and fun format - covers relevant, current topics needed to succeed at work

UNIT 1	**Personal Management** • Diversity, Equity, and Inclusion • Habits, Time Management and Goal Setting • Abilities Talents and Skills • Confidence and Attitude • Motivation, Flexibility, Initiative
UNIT 2	**Communication** • Workplace Communication • Presentation skills • First Impressions • Small Talk • Social Media and Technology
UNIT 3	**Collaboration** • The Importance of Collaboration and Teamwork • Working In a Diverse Team • How To Improve Your Teamwork Skills • Giving And Receiving Feedback • Be The Person Everyone Wants to Work With
UNIT 4	**Problem Solving** • The Importance of Good Problem-Solving Skills • Different Ways People Deal with Problems • Types of Approaches That Are Required to Solve Problems • Resolving Workplace Conflicts Effectively • How To Deal with Harassment in The Workplace
UNIT 5	**Success On the Job** • Managing and adapting to change • Networking - building your 'social capital' • Making a Professional Impression • Work Ethics • Rights And Responsibilities at Work • Goal setting

For more information, contact the Soft Skills solutions team: sss@smskillforce.ca