



## 10 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 10 Soft Skills You Need 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:

- Define assertiveness and self-confidence, and list the Discuss how 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



For more information or to reserve your spot in this workshop, please contact:

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# CLASS CONTENT

## **Module One: Getting Started**

Workshop Objectives

## **Module Two: What are Soft Skills?**

Definition of Soft Skills

Empathy and the Emotional Intelligence Quotient

Professionalism

Learned vs. Inborn Traits

Case Study

Module Two: Review Questions

## **Module Three: Communication**

Ways We Communicate

Improving Nonverbal Communication

Listening

Openness and Honesty

Case Study

Module Three: Review Questions

## **Module Four: Teamwork**

Identifying Capabilities

Get Into Your Role

Learn the Whole Process

The Power of Flow

Case Study

Module Four: Review Questions

## **Module Five: Problem-Solving**

Define the Problem

Generate Alternative Solutions

Evaluate the Plans

Implementation and Re-Evaluation

Case Study

Module Five: Review Questions

## **Module Six: Time Management**

The Art of Scheduling

Prioritizing

Managing Distractions

The Multitasking Myth

Case Study

Module Six: Review Questions

## **Module Seven: Attitude and Work Ethic**

What Are You Working For?

Caring for Others vs Caring for Self

Building Trust

Work Is Its Own Reward

Case Study

Module Seven: Review Questions

## **Module Eight: Adaptability/Flexibility**

Getting Over the Good Old Days Syndrome

Changing to Manage Process

Changing to Manage People

Showing You Are Worth Your Weight in Adaptability

Case Study

Module Eight: Review Questions

## **Module Nine: Self-Confidence (Owning It)**

Confident Traits

Self-Questionnaire

Surefire Self-Confidence Building Tactics

Build Up Others

Case Study

Module Nine: Review Questions

## **Module Ten: Ability to Learn from**

### **Wow, You Mean I'm Not Perfect?**

Listen with an Open Mind

Analyze and Learn

Clear the Air and Don't Hold Any Grudges

Case Study

Module Ten: Review Questions

## **Module Eleven: Networking**

Redefine Need

Identifying Others' Interests

Reach Out

When to Back Off

Case Study

Module Eleven: Review Questions

## **Module Twelve: Wrapping Up**

Words from the Wise