



**Darlene Hunter & Associates, LLC**

## **10 Soft Skills You Need Training Course Outline**

### **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're 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
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- √ Module Eleven: Review Questions

## **Module Twelve: Wrapping Up**

- √ Words from the Wise