






## PROGRAM HIGHLIGHTS

- ⚙️ 25 – 30 hours of in-person training facilitated by *certified* SSS<sup>©</sup> 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 and current topics needed to *succeed* at work

<p><b>UNIT 1</b></p> 	<p><b>Personal Management</b></p> <ul style="list-style-type: none"> <li>⚙️ Diversity, Equity, and Inclusion</li> <li>⚙️ Habits, Time Management and Goal Setting</li> <li>⚙️ Abilities, Talents and Skills</li> <li>⚙️ Confidence and Attitude</li> <li>⚙️ Motivation, Flexibility, Initiative</li> </ul>
<p><b>UNIT 2</b></p> 	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>⚙️ Workplace Communication</li> <li>⚙️ Presentation Skills</li> <li>⚙️ First Impressions</li> <li>⚙️ Small talk</li> <li>⚙️ Social Media and Technology</li> </ul>
<p><b>UNIT 3</b></p> 	<p><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>⚙️ The importance of Collaboration and Teamwork</li> <li>⚙️ Working in a Diverse Team</li> <li>⚙️ How to improve your Teamwork Skills</li> <li>⚙️ Giving and Receiving Feedback</li> <li>⚙️ Be the Person Everyone Wants to Work With</li> </ul>
<p><b>UNIT 4</b></p> 	<p><b>Problem Solving</b></p> <ul style="list-style-type: none"> <li>⚙️ The Importance of Good Problems Solving Skills</li> <li>⚙️ Different Ways People Deal with Problems</li> <li>⚙️ Types of Approaches That Are Required to Solve Problems</li> <li>⚙️ Resolving Workplace Conflicts Effectively</li> <li>⚙️ How to deal with Harassment in the Workplace</li> </ul>
<p><b>UNIT 5</b></p> 	<p><b>Success On the Job</b></p> <ul style="list-style-type: none"> <li>⚙️ Managing and adapting to change</li> <li>⚙️ Networking – building your ‘social capital’</li> <li>⚙️ Making a Professional Impression</li> <li>⚙️ Work Ethics</li> <li>⚙️ Rights and Responsibilities at Work</li> <li>⚙️ Goal Setting</li> </ul>



### **Soft Skills Solutions<sup>©</sup> Exit comments**

Participants were asked for any comments they would like to share after attending the Barrie Literacy Council program

1. Soft Skills Solutions is an excellent workshop to prepare one for seeking employment, getting interviews and securing employment. Definitely a great asset to have.
2. I found this class to be a great confidence builder. I came here with a hope in learning work skills. This course has shown me my strengths and weaknesses in communication. I have identified some KEY areas which need improvement. If not for Soft Skills I would not even be aware of these skills. Great program and instructor was awesome.
3. This is a really good course. I really enjoyed what I learned and everyone was very helpful and friendly.
4. I go away from this course with many ideas and resources to look back on to prepare me for job searching.

### **Soft Skills Solutions Follow Up results, 3-12 months after completing program**

1. Skills I learned made me better prepared for my interview and improved communication skills with residents and staff.
2. SSS skills helped not only to get new job, but helping me in everyday life, too.
3. Still unemployed, but looking – these skills made me feel better prepared.
4. Course is well laid out, I enjoyed it and it helped me get my job.
5. Am working full time, and was hired two weeks after completing program. SSS helped 100% in preparing me.
6. Began new full time course at College. I feel SSS helped prepare me for working with other students and made me more confident.