

Soft Skills Training

Topics to be covered

include:

- *Time Management*
- *Customer Service*
- *Work Ethics*
- *Self Management*
- *Teamwork*
- *Problem Solving*



BEST INC.
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"Building A Quality Workforce"



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Soft Skills Training



www.nciworks.org

Soft Skills Training

NCI Works has developed a Soft Skills Training, based upon needs expressed by local businesses. Topic areas were determined by a survey of these businesses. Topics to be covered include: Time Management, Communication, Customer Service, Self Management, Teamwork, Problem Solving, and Work Ethics. A certificate of completion will be issued to enrollees as they complete each module. Training can be done onsite or at an off-site location within your community. Discounts given for selecting training in multiple modules. Our Business Services Representative will work with you to develop a training plan that works for you.



Attendees will be awarded a certificate of completion.

PROBLEM SOLVING

- SOLVING WORKPLACE PROBLEMS
- UNDERSTANDING THE ROLES WITHIN A WORKPLACE
- CONFLICT RESOLUTION

CUSTOMER SERVICE

- ATTITUDE
- ETIQUETTE
- DEALING WITH DIFFICULT PEOPLE
- FOCUS ON CUSTOMER

SELF MANAGEMENT

- CONFORMITY TO WORKPLACE EXPECTATIONS
- APPEARANCE
- STRESS MANAGEMENT
- SELF DISCIPLINE & RESPONSIBILITY

TIME MANAGEMENT

- ACHIEVING MORE WITH YOUR TIME
- CONTROLLING DISTRACTIONS & PROCRASTINATION
- USING YOUR TIME MORE EFFECTIVELY
- CREATING MORE TIME
- TIME MANAGEMENT TOOLS

TEAMWORK

- THE CONCEPT OF TEAMBUILDING
- HOW TO BE A SUCCESSFUL TEAM MEMBER AND EMPLOYEE
- DIVERSITY
- TEAM TOOLS

WORK ETHICS

- ETHICAL PROBLEMS
- WORKPLACE ATTITUDES & BEHAVIORS
- PERSONAL RESPONSIBILITY
- RAISING & RESOLVING ETHICAL ISSUES

FOR MORE INFORMATION
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