

Soft Skills: Complex Conversations

Course Description

Soft Skills: Complex Conversations offers you the opportunity to learn how to manage complex conversations in the Canadian workplace. You will learn how to give and receive constructive feedback and how to negotiate in the Canadian workplace.

Method of Service

Facilitated - Online - Asynchronous

Course Topics



Unit 1: Constructive Feedback Giving - constructive feedback means providing someone with observations about inappropriate behaviour, with the intention of helping them. The feedback should be given in private and focus on recent examples of specific behaviour. By identifying and acknowledging their weakness, they may become more self-aware and turn it into a strength.



Unit 2: Negotiating - some people say that negotiating is an art. In this unit, we are going to look at strategies for negotiating in the Canadian workplace. In the world of business, negotiating skills are used for a variety of reasons. You may need to negotiate a salary or a promotion, to secure a sale or to form a new partnership. In this unit, we will examine acceptable practices and effective language for negotiating successfully in the Canadian workplace.

Time Required

5-7 hours per 2 weeks

Technology Required

- Latest version of one of the following browsers is recommended: Firefox, Safari, Google Chrome, Internet Explorer
- Email: Outlook Express / Outlook / browser based package, i.e. (Gmail, Hotmail, Yahoo)
- Operating System: Windows XP or higher, Mac OS X or higher
- Latest version of Java and Adobe Flash
- Headset or Speakers
- PDF reader (such as Adobe Reader)
- High speed internet access

Participant Criteria

Recommended Language Level: Canadian Language Benchmarks (CLB) 6 or higher (Intermediate)

General/Academic IELTS – 5.5+ in all skill areas

Evaluation

Upon completion of the course, clients are asked to complete an online evaluation.