

# Soft Skills: Social Interactions

## Course Description

Soft Skills: Social Interactions offers you the opportunity to learn about the importance of small talk and networking in the Canadian workplace. In this course, you will learn about the role of small talk in the Canadian workplace, explore the importance of networking and develop your personal networking pitch.

## Method of Service

Facilitated - Online - Asynchronous

## Course Topics



Unit 1: Small Talk - In Canada, small talk is polite, social conversations about topics that are neither important nor controversial. A conversation does not waste time, but uses unscheduled time to minimize silence, avoid awkwardness or demonstrate friendliness. Usually, small talk happens during breaks, while waiting for something or as a polite preface to business interactions. Canadians use small talk as a way to keep their personal lives separate from their public lives. By discussing impersonal, general topics, they can safely avoid mentioning more private details they may wish to avoid.



Unit 2: Networking - Networking is a vital skill in the Canadian workplace. Canadians commonly network to make new friends, find new jobs, explore new career options, obtain sales leads, or broaden their horizons. Some people may be reluctant to network, as making contact with strangers and asking for career assistance can be a foreign concept to them. In this unit, we shall explore ways to prepare for networking and strategies for making it a more relaxed and enjoyable experience.

## 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.