

# Soft Skills: Working with Others

## Course Description

Soft Skills: Working With Others offers you the opportunity to learn about working with others and conflict management in the Canadian workplace. In this course, you will learn how to work in a diverse and inclusive environment and how to manage conflict and challenging situations in the Canadian workplace.

## Method of Service

Facilitated - Online - Asynchronous

## Course Topics



Unit 1: Working with Others- Canadian workplace culture expects employees to be good at speaking, listening and socializing with other people; to know the etiquette of working harmoniously with co-workers, colleagues and supervisors; and to understand a good range of cross-cultural differences in the workplace. These are essential skills that many employers look for in potential employees. In this unit, we will examine strategies and language for working with others in a Canadian workplace.



Unit 2: Conflict Management In this unit we are going to examine strategies and language for dealing with conflict 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.