

# Free Training for Incumbent Workers!

You spoke and we listened! Quinsigamond Community College's Center for Workforce Development & Continuing Education is pleased to present The Essential Soft Skills Series. The topics have been carefully chosen in response to the feedback we have received by local employers.

## Introducing Soft Skills for the Workplace Workshops:

- Essential Business Skills
- Time Management
- Conflict Resolution
- Presenting with Impact
- Communication with Clarity & Impact
- Creative Problem Solving and Decision Making



The **Direct Access Grant for Small Business** is a Workforce Training Fund program designed for the business that has 100 or less employees and is in Good Standing with the Commonwealth. Employers that pay into the Unemployment Fund can qualify and attend for FREE. Workshops will be offered in Worcester, Marlborough, and Southbridge.

For more information on the Direct Access Grant and the MA Training Exchange, contact Christine McNally at 508.751.7929 or Eileen Morgan at 508.751.7900.

**Don't miss this opportunity to use your training dollars...  
Workshops begin in September!**

# Essential Soft Skills for the Workplace Workshops

**Free for Direct Access Program!**

## Essential Business Skills

The ability to handle yourself properly today can sometimes outweigh your technical skills. This module will equip you with workplace etiquette and explore social and emotional competencies needed to become a valuable member of a work team. Skills such as flexibility, critical thinking and resourcefulness are explored in relation to the fast changing work environment. Proper business communications through written and verbal exercises as well as meeting management protocol will round out this two-day workshop.

Course #	Date	Day	Time	Fee
NCBU305	Sep. 24-Oct. 3	T,R	8:00 a.m.-12:00 p.m.	\$199

## Time Management

No matter who you are, we all have 168 hours each week, so be smart with your time and manage your most valuable resource. In this workshop, you will analyze your current use of time, and how to evaluate priorities through planning based on the concept of smart goals. You will learn to identify time bandits, brainstorm solutions for bandits, and learn to say NO! Concepts of self-management, management of the work environment, and managing relationships will be woven throughout this workshop.

Course #	Date	Day	Time	Fee
NCBU309	Nov. 5-Nov. 7	T,R	8:00 a.m.-12:00 p.m.	\$199

## Conflict Resolution

Conflict is inevitable. It is in the past, the present and the future, so learn how to deal with effectively. Participants will explore types of conflict; common conflict resolution styles and effective intervention strategies through practice scenarios of conflict situations. They will learn to recognize how conflict situations can be turned into opportunities and help others to make the workplace a more congenial and productive environment.

Course #	Date	Day	Time	Fee
NCBU303	Oct. 15-Oct. 24	T,R	8:00 a.m.-12:00 p.m.	\$199

## Presenting with Impact

Learn how to engage an audience of one or one hundred in order to teach inspire or motivate! Participants will learn the skills of effective presentation through audience analysis, relationship building and persuasion using their own personality type to build self-confidence. The use of various visual aids will be explored and each participant will design and deliver their best presentation in a topic of their choice.

Course #	Date	Day	Time	Fee
NCBU304	Nov. 12-Nov. 21	T,R	8:00 a.m.-12:00 p.m.	\$199

## Communicating with Clarity & Impact

Master the art of communication for today's challenging and changing work environment through learning about the principles of communication and why communication is the foundation of relationships.

Through studying nonverbal communication such as body language, evaluating and practicing listening, and asking effective questions, the participants will learn the ability to handle conversations with confidence and empathy, thus contributing to a positive work environment.

Course #	Date	Day	Time	Fee
NCBU307	Oct. 8-Oct. 10	T,R	8:00 a.m.-12:00 p.m.	\$99

## Creative Problem Solving and Decision Making

In this highly interactive workshop, participants will explore what problem solving and decision making means. They will learn to analyze information, think creatively, identify appropriate solutions and select the best approach. In addition, participants will work as a team to create a plan for implementing, evaluating and following up on decisions. Some common decision making mistakes and how to avoid them will also be discussed.

Course #	Date	Day	Time	Fee
NCBU208	Oct. 29-Oct. 31	T,R	8:00 a.m.-12:00 p.m.	\$99

To register, contact Christine McNally or Eileen Morgan  
at 508.751.7900 or 508.751.7929