Workshop and Course Listing: Soft Skills

Business Writing
- Advanced Business Writing Lab
- Business Writing Essentials
- Business Writing Quick Tips
- Writing Reports and Proposals

Communication and Interpersonal Skills
- Communication Strategies for High-Tech Professionals
- Change Management
- Communication Skills for Supervisors
- Conflict Resolution: How to Get Along and Get Things Done at Work
- Customer Communications
- Customer Support Strategies
- Dealing with Difficult Behaviors
- Direct Communication Skills
- Effective Email Communication
- Effective Facilitation Skills for Leading Meetings and Teams
- Emotional Intelligence

Presentation Skills
- Public Speaking Jump Start
- Public Speaking with Ease Under Pressure
- Public Speaking Strategies for Success

Productivity
- Getting Organized: Simple Steps to Streamline Your Work Area
- Problem Solving and Decision Making
- Time Management: Tips for Practical Productivity
Project Management

- Interpersonal Skills for Project Managers
- Building Support for Your Projects
- Change Management
- Project Improvement and Review
- Project Management Communications
- Project Management Essentials: Plan, Focus Do!
- Project Management Framework
- Project Management: Planning for Action and for Results
- Project Management: Scheduling
- Scope Management
- Writing Project Management Reports and Proposals

Leadership and Management

- Career Management
- Change Management
- Coaching: A Leadership Toolkit
- Developing the Attitudes of Leadership
- Effective Facilitation Skills for Leading Meetings and Teams
- Influencing Others
- Leadership 101: The Skills You Need to Become a Manager
- Listening Skills
- Marketing and Sales Skills for Managers
- Meeting Management
- Motivating Your Team
- Negotiation Skills that Get Results
- Performance Management
- Problem Solving
- Stress Management
- Teamwork: Building Effective Teams
- Workplace Harassment/Bullying

Sales and Marketing

- Building Relationships for Sales Success
- Conversations that Close More Sales
- Customer Service Essentials
- Change Management
- Sales Presentations that Work
- Proposal Writing
- Focus Groups: Creating and Managing Qualitative Research
- Developing a Social Media Strategy that Works

Have a global Footprint?

Customized training programs can be delivered in 28 countries internationally, and nationwide in every state across the US.
Software Skills
- Microsoft Office “Delta” Training
- Windows "Delta" Training
- Access (Basic, Intermediate, Advanced)
- Excel (Basic, Intermediate, Advanced)
- MS Office Suite (separately or bundled)
- Outlook (Basic, Intermediate, Advanced)
- Powerpoint (Basic, Intermediate, Advanced)
- Project (Basic, Intermediate, Advanced)
- Publisher (Basic, Intermediate, Advanced)
- Sharepoint (Basic, Intermediate, Advanced)
- Word (Basic, Intermediate, Advanced)

Team Management
- Improving Team Effectiveness
- Change Management
- Developing, Coaching and Motivating Teams
- Effective Recruitment
- Managing Around the World
- Managing Different Groups Differently
- Performance Management
- Rewarding and Engaging People
- Team Dynamics

Planning for Increased Productivity
- Time Management and Productivity
- Comparing Job Duties with How Time is Spent
- Developing Concentration and Focus
- Setting SMART goals to support job duties

Leadership Skills for Administrative Staff
- Identifying Leadership Skills and Styles
- Creating a Leadership Model
- Creating a Leadership Vision
- Effective Team Leadership
- Influencing Others and Building Consensus

Partnering with Your Boss
- Understanding management roles and styles
- Becoming a valued member of the team
- Giving input and feedback to managers
- Solving problems and taking initiative
- Working with multiple managers

Supervisor Training
- Coaching: A Leadership Skill*
- Basic Problem Solving and Decision Making
- Communicating Expectations
- Dealing with Conflict
- Delegation: How to Assign Tasks to Increase Productivity
- Developing a Leadership Style
- Financial Management and Budgeting
- Giving Effective Feedback
- Improving Business Meetings
- Influencing Others with Integrity
- Introduction to Negotiating
- Leadership Toolkit for Supervisors
- Legal Concerns for New Supervisors
- Manage Your Career
- Managing Performance Problems
- Motivation and Morale
- Performance Appraisal
- Presentation Skills
- The Heart of Leadership: Using Emotional Intelligence
- Transitioning to Supervision Role
- Understanding Leadership

Customer Service
- Communications with Customers
- Delivering Customer Care
- Customer Communications
- Customer Support Strategies
- Active Listening for Effective Customer Service
- Understanding Customer Wants and Needs
- Interpersonal Communications
- Customers and the Telephone
- Demonstrating Positive Attitude to Customers
- Exceptional Customer Coaching

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