

# Soft Skills: Professional Communication

## Course Description

*Soft Skills: Professional Communication* provides participants with communication tools required for success in the Canadian workplace. Using videos and other media, the course explores different types of interactions and prepares participants to be workplace ready in the areas of small talk, presentations, constructive feedback and meetings.

## Course Objective

To explore Canadian workplace cultural norms and communication strategies through videos and audio recordings

## Method of Instruction

Facilitated – Online asynchronous

## Course Topics

- Small Talk
- Presentations
- Constructive Feedback
- Meetings



\*Participants are required to deliver a 5 to 10 minute presentation.

## Time Required

5-7 hours per week for 4 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 Microphone and Speakers
- PDF reader (such as Adobe Reader)
- High speed internet access

## Participant Criteria

Recommended Language Level: Canadian Language Benchmarks (CLB) 6 or higher (Upper Intermediate)  
General/Academic IELTS – 5.5+ in all skill areas

## Evaluation

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