

# Soft Skills for Business

This Soft Skills training covers how to navigate the messy and complex interconnected world of relationships and business interactions. After finishing this workplace skills training, you'll be better equipped to interact with co-workers and maintain a respectful demeanor in difficult times.

[CBT Nuggets course material](#) →

## WEEK 1

### Working Effectively from Home

151 min.

Introduction	2
Creating the Right Environment	5
Planning Your Day	5
Carry On Collaborating!	5
Maintain Human Contact	5
Managing Remote Teams	6
Review	1

### Time Management Strategies

Overview	1
Introducing Time Management Strategies	3
When's Your Most Productive Time?	5
Planning Your Day	6
Dealing with Procrastination	6
Focus, Focus, Focus	6
The Pomodoro Technique	2
Being Smart with Technology	6
Reviewing Time Management Strategies	2

### Respect in the Workplace

Overview	1
The Small Print	2
Diversity & Inclusion (D&I) Overview	2
Caring About D&I	4
Harassment in the Workplace	5
Understanding Bias	4
Cultural Differences	5

What is Appropriate?	5
Handling Harassment	3
Being Inclusive	4
Creating a Respectful Workplace is Everyone's Job	5

### Uncomfortable Conversations

Overview	1
Introduction	3
Preparing for the Conversation	4
Leading the Conversation	5
Mastering Your Emotions!	4
Seeking to Understand	5
When Things Don't Go to Plan	6
Unexpected Uncomfortable Conversations	4
Review	2

### Manage Conflict

Why Do Conflicts Occur?	3
Understanding Your Reaction to Conflict	4

## WEEK 2

**155 min.**

The Avoiding Conflict Style	4
The Competing Conflict Style	4
The Accommodating Conflict Style	3
The Compromising Conflict Style	3
The Collaborating Conflict Style	5
Helping a Team Resolve Their Conflicts	6
Reviewing Conflict Management Strategies	2

### Effective Teams

A Group or a Team?	1
Characteristics of Effective Teams	5
Embracing Diversity	5
Team Roles	5
Virtual or Distributed Teams	6
Agile Teams	5
Effective Teams Review	2

### Lead a Project Team

Overview	1
Welcome to Lead a Project Team	2
Management vs. Leadership	4
Different Types of Power	5
Qualities of a Leader	3
Leadership Styles	4
Empowering the Team	4
Supporting Team Performance	5
Motivating and Rewarding the Team	6
Review of Lead a Project Team	2

### GDPR Awareness

Overview	1
Introducing GDPR	4
Some Definitions and Who's Who	4
The 7 Principles of GDPR	5
The 6 Lawful Bases for Processing Personal Data	5
Special Category and Criminal Offence Data	3
Individual Rights	6
GDPR Compliance	5

Data Privacy in the Real World 4

### **Successful Presentations**

Overview 1

Introduction 4

WHO is your Audience? 6

WHY are you Giving this Presentation? 5

WHAT are you Going to Cover? 6

## **WEEK 3**

**118 min.**

HOW will you Deliver your Message? 6

WHEN are you Delivering the Presentation? 5

WHERE will the Presentation be? 6

Presenting Tips 5

### **Interacting Professionally with Customers**

Overview 1

Introduction: Why Does it Matter? 5

Connecting with the Customer 6

Listening to Customers 5

Speaking to Customers on the Phone 7

Being Professional with Email and Chat 6

Handling Difficult Situations 6

Review 4

### **Be the Mental Health Champion for your Team!**

Overview 1

Introduction 2

What is Mental Health? 5

Factors which Can Affect our Mental Health 6

Your Company's Mental Health Policy 7

Let's Look Out for Each Other 6

"But I'm not a Therapist!" 5

Listen without Judgement 6

Preventative Medicine 6

The Challenges of Working Remotely 7

Review 2