

# SOFT SKILLS TRAINING BOOTCAMP CURRICULUM OUTLINE

The Wonderlic Soft Skills Training Bootcamp is an interactive online training program that provides learners with situational, competency-based learning experiences that increase their soft skills in ten major areas. Learners have the opportunity to earn employer-validated digital badges that are used to verify and track the attainment of the top ten soft skills that matter most for job readiness. This program was developed with a flex option so that it can be stand-alone or can be used in a classroom training environment.



## Unit One: Communicating with Others

Lesson	Learning Objectives (LOs)
<b>Lesson One: Interpersonal Skills</b>	LO1: Discuss the interpersonal skills needed to build collaborative relationships
	LO2: Identify arrogant behavior and its consequences
	LO3: Describe the behavioral traps of feelings of entitlement
	LO4: Define the personal characteristics of a successful employee
	LO5: Demonstrate professional methods of handling common challenges such as sexual harassment, inappropriate behavior, cultural and religious prejudice
<b>Lesson Two: Nonverbal &amp; Listening Skills</b>	LO1: Describe different listening styles and ways that good listeners approach the task of listening, such as paying attention to important content, focusing on what the speaker is saying without personal judgments or assumptions and listening for feelings and facts
	LO2: Listen and follow directions
	LO3: Identify barriers to effective listening
	LO4: Recognize improper listening techniques, the consequences of ineffective listening, and suggest strategies for improving listening skills
	LO5: Identify positive and negative cues that constitute nonverbal communication, including general appearance (clothing), cleanliness, eye contact, posture, gestures, facial expressions, timeliness and personal space
	LO6: Identify open, closed and defensive body positions
	LO7: Describe business greetings in other countries and other behaviors that may affect business transactions
	LO8: Describe how the appearance of a document can affect the recipient
	LO9: Recognize common signs and symbols used in the workplace
<b>Lesson Three: Communication</b>	LO1: Give and receive negative feedback
	LO2: Demonstrate courtesy, respect and diplomacy to a coworker, superior and a customer
	LO3: Apologize to a coworker or superior
	LO4: Respond to an incorrect accusation
	LO5: Ask for what you want or need
	LO6: Demonstrate courtesy, respect and diplomacy when handling interruptions

## Unit Two: Making Decisions

Lesson	Learning Objectives (LOs)
<b>Lesson Four: Self-Management</b>	LO1: Demonstrate dependability, punctuality and a positive attitude as a sense of responsibility
	LO2: Define time management practices
	LO3: Identify time management pitfalls
	LO4: Identify health maintenance skills
	LO5: Identify stress management skills
	LO6: Identify workplace stressors
<b>Lesson Five: Problem Solving</b>	LO1: Describe the rational decision-making model
	LO2: Discover approaches to solving an identified problem
	LO3: Describe how to define a problem
	LO4: Apply critical thinking skills to a real world situation
	LO5: Identify the types of barriers, biases and disparate information that leads to ineffective decision-making
	LO6: Define negotiation
<b>Lesson Six: Initiative</b>	LO1: Choose appropriate courses of action
	LO2: Adapt to change requests
	LO3: Respond to roadblocks or unexpected complications
	LO4: Demonstrate proactivity
<b>Unit Three: Attitude &amp; Demeanor</b>	
Lesson	Learning Objectives (LOs)
<b>Lesson Seven: Professionalism</b>	LO1: Demonstrate commitment to the company or team
	LO2: Demonstrate ethical behavior and respond to unethical behavior
	LO3: Adapt to changes
	LO4: Demonstrate a positive attitude
	LO5: Demonstrate reliability
	LO6: Demonstrate professional etiquette
<b>Lesson Eight: Teamwork</b>	LO1: Collaborate to set, plan for and reach goals
	LO2: Listen and be receptive to the ideas of others
	LO3: Question teammates, give opinions and influence decisions
	LO4: Accept responsibility and accountability for mistakes and missed deadlines
	LO5: Resolve a conflict or diffuse a situation
	LO6: Support teammates and team decisions
<b>Lesson Nine: Cultural Competence</b>	LO1: Sensitize one's self to the world view of clients from other cultures
	LO2: Examine one's own biases and prejudices and recognize how these might affect cross-cultural interactions
	LO3: Show knowledge of the process of obtaining information about the belief system and worldview of clients
	LO4: Understand process of conducting a cultural assessment while avoiding stereotypical judgments and assumptions
<b>Lesson Ten: Critical Thinking</b>	LO1: Evaluate deductive arguments
	LO2: Evaluate inductive arguments
	LO3: Identify truth, fallacies and misleading premises

