



# Soft Skills Catalogue

Opn Door Communications



Soft Skills have traditionally been placed on the back burner; I mean everyone knows how to communicate, right? Soft Skills incorporate more than communication - it speaks to how to manage conflict, how to work across generations, how to embrace diversity and effectively manage emotional intelligence.

Relationships are literally living and breathing organisms. They must be cultivated, supported and managed. Additionally, they must have guidelines and be presented with clear boundaries. Relationships can be personal, professional or communal. We develop, encourage, manage or sever relationships daily; to navigate these relationships effectively, we need to strengthen our soft skills.

Clear, realistic and authentic trainings are why we invite you to choose OPN-Door Communications as your soft skills services provider. Our facilitators are engaging, interesting and informative. OPN-Door Communications seeks to create an inclusive learning environment by using traditional linguistic teaching methods with audio and visual presentations, written handouts, interactive task and group work.





OPN-Door Communications offers trainings and workshops that meet a variety of industries. We also offer customized trainings to meet your unique needs.

We invite you to contact us to discuss your concerns and how we can develop solutions that mitigate your challenges.





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# Essential Soft Skills for Leaders

1. **The Emerging Leader-** Course time 4 hours

**Overview:** This course is designed to introduce the topic of leadership and explain how to become an effective leader. Participants learn how to identify the qualities of effective leaders, understand different leadership styles, and use leadership techniques to ensure success.

2. **Relationship Building-** Course time 4 hours

**Overview:** Participants will learn how a positive attitude and behavior are essential in building healthy interpersonal relationships. Also, participants will understand the importance of communicating effectively with others, and learn principles and practices of trust in interpersonal communication that result in win-win relationships.

3. **Communication** Course Time: 4 Hours

**Overview:** This course reviews the basic components of Effective Workplace Communication, including listening techniques, non-verbal messages, and verbal statements. Participants will sharpen their communication skills and understand how good communication can improve relationships with and increase the productivity of employees.

4. **Problem Solving** Course Time: 4 Hours

**Overview:** This course will cover various techniques to identify and overcome various workplace challenges using analytical tools and approach methods. Participants will gain information and knowledge necessary to troubleshoot problems, including identifying the cause of the problem, and selecting solutions, which are critical to customer satisfaction, and managing and leading organizations.

5. **Critical thinking** Course Time: 4 Hours

**Overview:** This course will introduce participants to the value of critical thinking and how important it is when addressing workplace issues and problems.

6. **Influence without authority** Course Time: 4 Hours

**Overview:** This course will introduce participants to the art of building relationships and how to sell ideas, insights and opinion.

7. **Values-Ethics** Course Time: 4 Hours

**Overview:** This course emphasizes the importance of values and ethics in the workplace. Discussion explores how values influence employees' decision-making abilities and actions, and identifies ethical dilemmas commonly faced in the work setting. Participants will learn how to navigate "grey areas" of professional ethics and how to perform their work in a way that supports the values of their organization.



8. **Team Building** Course Time: 4 Hours

**Overview:** This course emphasizes the team building concept and how effective communication and winning attitude contributes to team success. Participants will learn to create synergy with their team mates by working together effectively in a diverse working environment to support organizational goals and objectives.

9. **Goal Setting** Course Time: 4 Hours

**Overview:** This course highlights the impact of the goal setting process on personal effectiveness. Discussion explores the importance of attitude, defines characteristics of effective goals, and offers a step-by-step goal setting process. Participants will gain clarity in their desires, build confidence in their abilities, and receive specific tips for success.

10. **Diversity Management** Course Time: 4 Hours

**Overview:** This course addresses both the personal and professional benefits of supporting inclusive work environments. Discussion acknowledges the impact of diversity on the workplace, examines the difference between diversity and inclusion, and explores the manifestation and impact of stereotypes, prejudices, and discrimination.

11. **Lessons in leadership** Course Time: 4 Hours

**Overview-** This course introduces participants to the successes and failures of various leaders in history. Examining the strengths and weaknesses of profiled leaders will help participants to build their “leadership style.”

12. **Emotional Intelligence** – Course time 4 hours

**Overview:** This course introduces the concept of emotional intelligence. Discussion explores key components of emotional intelligence and strategies to increase competency in each area. Participants will learn how to use emotional information as a tool in enriching their interpersonal relationships and enhancing their personal effectiveness.





# 21<sup>st</sup> Communications Soft Skills Series

This program was developed and designed by Vickie R. Williams to meet the needs of the returning citizens, citizens of a lower socio-economic background and citizens returning to the workplace after an extended period of time. OPN-Door Communications 21<sup>st</sup> Century Communication program provides participants with the real life soft skills that are needed to maintain and excel with the 21st Century employer. The purpose of this series is to provide participants with the tools necessary to communicate in a clear, concise, concrete, coherent, complete and courteous manner. Bilingual Trainers are available.

The course will consist of 4 modules.

**1. The Courtesy & Communication Module -Course time 2 hours**

**Overview:** This course addresses the importance of courtesy and how courteous behavior affects the ability to communicate effectively. Participants will learn how to engage in courteous behavior, identify poor communication styles, apply courteous behavior and learn how courtesy can assist them in adjusting to different generational styles.

**2. The Ask and Responsibility and Accountability Module-Course time 2 hours**

**Overview:** This course builds upon the lessons learned in the courtesy and communication module as participants gain insight on how being courteous leads to effective communication. Participants will be introduced to how to differentiate between an effective way and an ineffective way to make a request. Additionally, participants are introduced to how communication supports responsible and accountable behavior.

**3. The appropriate use of Social Media and Cell Phones Module-Course time 2 hours**

This course introduces participants to appropriate and inappropriate social media and cell phone use. It provides the participants with guidance on how to create appropriate social media posts and how to manage their cell phone usage.

**4. The Conflict and Impulse Control Module-Course time 2 hours**

This course introduces participants to the importance of managing conflict and their impulses. Participants will be provided with conflict management tools, guidance on how to find the positivity in a conflict, and how to leverage it to a reasonable outcome. Participants will learn to think through their impulses by incorporating the 5 second rule. They will learn that by managing their impulses that they can mitigate unintended conflict.

**5. The Graduation Project-The participants will be asked to express how what they have learned will impact them as they search for work, interact with their peers, families and coworkers. A graduation ceremony will be held and graduates will receive a certificate that will list the modules that they successfully completed, and the graduates will be certified as 21<sup>st</sup> Century communicators. If there is only one graduate, he/she will be asked to write a one page document highlighting what he/she has learned and how it impacted their search for work and interaction with their peers, families and co-workers.**



# Essential Workplace Soft Skill Series

- 1. Management Leadership Retreat- Course time 4 hours over a 5 day period**

The goal of this retreat is to open the participants to an inclusive, productive and exciting environment allowing them to meet their professional goals, encouraging them to empower their subordinates, and finally, and creating a success oriented culture that resonates throughout.
- 2. Diversity - Diversity Toolkit: A Guide to Discussing Identity, Power and Privilege-Course time-2 hours**

This course encourages participants to explore their own personal biases, unintended bias, prejudices, assumptions, and attitudes about others. Additionally, the course provides the participants with guidance as to how they can become more welcoming and accepting of the uniqueness of individuals in the workplace, community, church, home and businesses.
- 3. Conflict Resolution - Course time-2 hours**

This course introduces participants to the concept that in order to resolve conflict, you must understand how it originates and its impact professionally and personally. This workshop breaks down how conflict originates, how it impacts you (personally, professionally and globally), why it impacts you (personally, professionally and globally, how you can resolve it (personally, professionally and globally), and benefit from it.
- 4. Respect and Behavior in the workplace- Course time-2 hours**

This course introduces participants how lack of respect for your peers will likely result in poor behavior in the workplace. Respect is a term that is thrown around frivolously. You are going to respect me, you will respect me, you have disrespected me, and you won't disrespect me. Do we even know what respect means? Do we act in a respectful manner and do we convey a respectful poster? Are we disrespectful unintentionally or do we read disrespect, because we do not understand someone's culture or how they convey information due to their generational status?
- 5. Conflict and the challenging client- Course time-2 hours**

This workshop is designed to introduce participants to how unmanaged conflict, disappearing boundaries and ineffective communication will affect their ability to serve their clients.
- 6. Fine, Fifty and Fired or how to manage the worst moments in your life -Inspirational talk- 1 hour**

Tragedy, chaos and change come quick fast and in a hurry. When this happens, we do not know how to manage, and how to see the positivity out of the chaos. Hear Vickie Williams Cullins's story. Within an 18 month period, she endured and survived a breast cancer diagnosis, finding her mother dead, a fire that destroyed her home, and five years later, being fired from her good government job. Faith, Tenacity and Purpose were her foundation, and participants will learn how they can withstand the worst moments of their lives and still continue to thrive.



**7. “What is Really Going On?”-Course time-2 hours for each workshop (2 Part Workshop)**

This course provides the participants with an opportunity to share what is really going on in their work environment. Participants are assured that they are in a safe space and that what they say will not be used against them, but will be used for them to provide them with the tools to manage their workplace effectively. They are introduced to the concept that conflict is good. Then they are reintroduced to each other and they are encouraged to share how they are connected.

They are guided to provide their truth about what is Really Going on in their office environment. The second part of the workshop will focus on equipping the participants with the tools to manage what is really going on in their work environment.

**8. Communication and Conflict aka “We have a failure to Communicate”- Course time-2 hours**

This course introduces participants to the concept that communication (or lack thereof) directly relates to conflict. Participants are provided with the why, what, and how we generally communicate. They are introduced to the concept that ineffective communication styles often lead to conflict. They are provided with guidance on how they can change their communication styles, gain confidence when attempting to resolve conflict and how to use conflict resolution tools effectively.

**9. Difficult people in the Workplace-Course time-3 hours**

This course is designed to provide guidance to participants on how they can cope effectively with difficult people. Participants will learn step-by-step methods and processes to help them identify difficult people, communicate with difficult people and cope with them accordingly.

**10. Elephant in the Room Ice Breaker-Course time-1 hour**

This icebreaker is designed to encourage participants to trust each other, ask questions, have fun, heighten their observation skills and work together.



## **Essential Soft Skill Series for Businesses Licensed by DBHDS (Department of Behavioral Health and Developmental Services)**

### **1. Investigations, Investigating and Writing Investigations- Course time: 4 hours**

This workshop provides participants with a very descriptive, informative and very detailed step-by-step procedures on the who's, what's and how's involved in investigating incidents.

“Investigations, Investigating and Writing Investigations” provides the participants with opportunities to engage in realistic role plays as well as each participant receives an easy to read and follow a work book that will serve as a valuable resource for years to come.

### **2. Medicaid Fraud and QMHP refresher course- Course time: 2 hours**

Is your organization experiencing incidents in which the Quality Mental Health Professionals are failing to turn in progress notes? Have you just performed an internal audit and discovered that cases have no discharge statements? You may need to refresh your Quality Mental Health Professionals on the value of their positions and how failing to adhere to the responsibilities of their position could impact them, their jobs and their freedom.

### **3. How to effectively write Progress Notes- Course time: 2 hours**

This workshop provides participants with guidance on how they can write progress notes that document the services provided and the implementation of the goals and objectives contained in the Individual Service Plan.





## Essential Soft Skills for Families

**1. The Courtesy & Communication Module – Course time 2 hours**

**Overview:** This course addresses the importance of courtesy and how courteous behavior affects the ability to communicate effectively. Participants will learn how to engage in courteous behavior, identify poor communication styles, apply courteous behavior and courtesy can assist them in adjusting to different generational styles.

**2. The Ask and Responsibility and Accountability Module-Course time 2 hours**

**Overview:** This course builds upon the lessons learned in the courtesy and communication module as participants will gain insight on how being courteous leads to effective communication. Participants will learn to differentiate between an ineffective way and an effective way to make a request. Additionally, participants learn that communication supports responsible and accountable behavior.

**3. The appropriate use of Social Media and Cell Phones Module- Course time 2 hours**

This course introduces participants to appropriate and inappropriate social media and cell phone use. It provides the participants with guidance on how to create appropriate social media posts and how to manage their cell phone usage.

**4. The Conflict and Impulse Control Module- Course time 2 hours**

This course introduces participants to the importance of managing conflict and their impulses. Participants will be provided with conflict management tools, guidance on how to find the positivity in a conflict and how to leverage it to a reasonable outcome. Participants will learn to think through their impulses by incorporating the 5 second rule. They will learn how by managing their impulses that they will mitigate unintended conflict.

**5. Co-Parenting: Two Parents, Two Homes-Course time 2 hours**

This program fulfills the requirements of the Virginia Code requiring divorcing/separated parents with minor or in a disputed custody/visitation case with minor children to attend a co-parent education seminar before their court appearance.

**6. ACT/Parents Raising Safe Kids, the ACT 8-week program- Course time 8 weeks in 2 hour increments**

**Parents Raising Safe Kids** provides a standardized program to ensure consistency and fidelity in the delivery and the outcome evaluation. Based on the ACT program original materials, the **Parents Raising Safe Kids** curriculum organizes the program into eight, 2-hour sessions for parents and other adults raising young children. Parents who commit to the 8-week program will be provided with the tools needed to raise and care for young children to create early environments that protect them from violence.



**7. Stepping Up Your Money Game- Course time 2 hours**

Participants learn how to overcome financial barriers and how to manage personal finances, and get accurate information about the financial aid process and scholarship opportunities at Money 101. The course includes guidance on basic budgeting, opening and managing a checking account, how to establish an emergency fund and how to turn a tax return into a financial booster.

