



Soft Skills Training

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There are four parts to this module of Soft Skills Training:

- Assertiveness Training
- Developing Negotiation Skills
- Conflict Resolution
- Basic Counselling

These modules have been written by Cathy Fry and Colleen Johnson, the latter is a psychologist who has extensive experience in schools as well as with adults.

Content of Course:

The course is made up of four full day modules which can be scheduled one after another or at intervals throughout the year. The courses may also be taken individually.

Assertiveness Training:

- What does it mean to be assertive?
- The assertive response.
- Five different styles of assertiveness
- Assertiveness training
- Assertiveness vs. selfishness
- Assertive techniques
- Asserting yourself with friends and family, medical and personal safety situations, social and everyday situations, work and school situations

Developing Negotiation Skills:

What does negotiation mean?

- Why negotiate?
- Elements of negotiation

- Choosing a negotiation team
- The process of negotiation
- Formal and informal negotiation

Conflict Resolution Skills:

- Understanding conflict
- Healthy and unhealthy ways of managing and resolving conflict
- Understanding the theories of conflict styles
- Understanding the Interest-based relational approach theory
- The drama cycle
- Active listening
- Active listening skills
- Conflict resolution guide

Basic Counselling Skills:

- Listening to others
- Expressing emotions
- Levels of communication
- Factors that block our ability to connect with others
- What causes stress and fear?
- The ten commandments of counselling
- Who is the client?
- Relationship building
- The six elements of working with your client
- The first sighting and meeting