



# Workplace Essential Skills Project

## Proposed Oral Communications, Working with Others, Thinking Skills course offerings

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## **Section: Oral Communications - General**

**Course Name: WorldHost Fundamentals (OC-WF-TC)**

**Course length: 1 day (approximately 8 hours) \*\*Includes Certification**

The skills and techniques participants will learn are the fundamentals of service professionalism. By the end of the course, participants will be able to:

1. Demonstrate an understanding of the importance of excellent customer service skills
2. Describe the communication process, and the skills required to make your communication effective
3. Demonstrate how to listen to your customers in a way that shows that you care about them and their needs
4. Describe the value of tourism of tourism to British Columbia and your community
5. Explain the five key Fundamentals commitments that you assist you to “go the extra mile”

Topics covered:

- Using and remembering names
- Making conversation
- First impressions
- How to make your first impression a positive one
- Businesses that “WOW”!
- The communication process
- Giving clear directions
- Professional telephone techniques
- I’m the nice customer who never comes back
- Why handle customer concerns?
- Effective listening skills
- Empathetic listening skills
- The art of service recovery
- The value of tourism
- The five key commitments
- Going the extra mile

**Course Name: Service! (OC-S-SP)**

**Course length:** 1 day course (approximately 8 hours)

By the end of the course, you should be able to:

1. Identify all your customers and determine when, why and how exceptional service should be provided.
2. Identify area for improvement and make the improvements.
3. Consistently provide exceptional service to each and every customer.

Topics covered:

- Demonstrate basic service skills
  - Six steps to demonstrating professionalism
- Communicate effectively and efficiently
  - Three components of communication
  - Use listening skills to determine what the customer wants
  - Answering the telephone
  - Giving and receiving constructive feedback
  - Communicating with other departments
- Building relationships
  - Aspects of relationship building
- Providing exceptional service
  - Components of providing exceptional service
- Handle difficult situations immediately
  - Handling difficult situations immediately
  - Why solve a problem to a customer's satisfaction?
  - The steps for handling a problem
  - Seek help when necessary
  - The irate customer

**Course Name: Management and Communication (OC-MC-CS)**

**Course length:** 5 sessions, 3 hours each

Good managers are known for their ability to communicate clearly and effectively, listen to problems and solutions, and encourage motivation and goals. This workshop is ideally suited for new supervisors and managers to enhance their ability to provide clarity to their employees, encourage enthusiasm, and chair great meetings. You will learn how to save time with concise conversations and clear requests, enhance your leadership skills with effective communication and listening, empower individuals to make necessary and productive changes, and create an atmosphere for engagement and productivity.

## **Section: Conflict Resolution**

### **Course Name: Dealing with Conflict (OC-DC-EF)**

#### **Course length: 1 day**

This course will take you on a journey of self awareness into the areas of emotional intelligence and handling conflict.

You will become familiar with the 5 competencies of emotional intelligence. Emotions are a fundamental part of who we are, and of working with others. Emotions cannot be ignored as to do so often guarantees that suppressed emotions will flare, causing increased conflict and impacting climate and morale. As each competency is reviewed, you will complete a self-assessment of your skill level in that competency.

You will then learn about the five conflict handling modes. You will complete an exercise to assess your behaviour in conflict situations. By the end of the session you will be able to identify the five styles of handling conflict and when it is appropriate to use them for positive results.

### **Course Name: Conflict Resolution (OC-CR-PP)**

#### **Course length: 1 day**

Conflict knows no boundaries and seems to be a normal and unavoidable part of any organization. Conflict is almost always viewed as destructive because of its emotional impact. But with the right understanding and tools, conflict is something that does not have to be avoided. This workshop will address central issues related to conflict and provide creative ways to resolve it. Relationships at work can be transformed for the better when you learn the tools and develop an attitude of resolution.

#### **Learning Objectives:**

- Identify the dynamics of conflict resolution.
- Examine your perspective and experiences with conflict and explore the dynamics it holds for you and your staff.
- Develop the art of de-escalation and the skills to use in the midst of conflict.
- Differentiate anger and unnecessary anger – other peoples' and your own.
- Create the 'new you' who can be assertive without being offensive.



## **Section: Dealing with Difficult People**

### **Course Name: Dealing with Difficult People (OC-DD-EF)**

#### **Course length: 1 day**

Are you tired of getting stuck in the same old arguments? Have you ever said to yourself, “If I have to deal with this person one more time I’m going to scream!”? If so, this is the course for you! It takes two people to create a conflict but only one person to change, reduce or eliminate it. This course will help you discover how you can make your interactions with other people a more positive experience.

### **Course Name: Dealing with Difficult People (OC-DD-SS)**

#### **Course length: 3 hours**

This course examines the types of difficult people you are most likely to run into in retail and helps you identify specific strategies to improve your service effectiveness with them.

- Understand the causes of conflict
- Know how to practice active listening
- Understand how personality differences shape communication
- Develop problem solving skills and skills to deal with difficult people

## **Section: Listening Skills**

**Course Name: Listening for Success (OC-LS-PP)**

**Course length: 1 day**

Effective listening exists when the receiver interprets and understands the sender's message in the same way the sender intended it. Managers who listen effectively to their staff will reap the benefits of clearer expectations, fewer mistakes, better problem solving, and higher performance. Clarity uses up less energy and can open up many opportunities for you to become more positive, influential and effective in your position. This listening skills workshop helps you to develop communication skills assets for managers and employees. Employees will be engaged and eager to strive towards customer service excellence. Successful hiring and low turnover depend more on communication quality than on paycheque size.

Learning Objectives:

- Identify the fundamental components of effective communication and what is necessary to hear and respond to requests, instructions and expectations
- Organize your plan to overcome barriers to clear communication and practice tools and techniques
- Examine the meaning beyond the words and interpret what the nonverbal communication is telling you . . . this is how returns on investments become evident
- Demonstrate how misunderstandings and incorrect interpretations can be replaced with efficiency and efficacy that exceeds company and client standards



## **Section: Presentation Skills**

**Course Name: Presentation Skills (OC-PS-CS)**

**Course length: 2 sessions, 3 hours each**

Presentation skills are essential for business, sales, training, public speaking, and self-development. A well documented, well planned, and well structured presentation can be very effective and beneficial to your organization. Good presentations can eliminate confusion and ambiguity, increase productivity, increase morale, and save time and money. The purpose of this course is to provide and demonstrate key points on which to focus in the preparation and delivery of effective presentations.

## **Section: Problem Solving**

**Course Name: WorldHost–Solving Problems Through Service (OC-SP-TC)**

**Course length: ½ day course (approximately 4 hours)**

By the end of the course, participants are:

1. Understanding the value of an anticipatory service approach
2. How to use creative thinking in challenging situations
3. How to say no graciously
4. How to apply a problem-solving approach

Topics covered:

- Why solve problems?: Problem solving – needs assessment
- Responding to challenges: Empathetic listening
- The language of problem solving: Avoid negative trigger phrases
- The language of problem solving: Helpful phrases
- The formula for problem solving: Being a problem solver

**Course Name: Problem Solving for Managers (OC-PM-PP)**

**Course length: 1 day**

Conflict and differences know no boundaries and that means they can be found in most organizations, industries and corporations. Differences of opinions, thoughts and ideas are not a problem - it is how they are communicated that creates problems and conflict. Management personnel should not have to spend a large amount of time resolving differences and problems between employees. Problem solving is most effective when it is implemented to resolve a dispute while at the same time teaching individuals the tools and techniques to solve problems for and amongst themselves.

Learning Objectives:

- Learn the techniques and communication skills to effectively resolve problems.
- Learn how to build better workplace relationships by empowering employees to handle their own problems.
- Increase confidence and productivity in the company by confidently addressing problems and being a leader in resolution skills.



## Oral Communications, Working with Others, and Thinking Skills Course Registration Form

Business or Organization Name	
Your Name	
Your Title	
Phone	
Email address	
Mailing address	
Postal Code	
Website	

*I have staff interested in attending the following courses:*

Course Name	Course Length	Sign us up!	Depends on day/time	Number of staff
WorldHost Fundamentals (OC-WF-TC)	8 hours			
Service! (OC-S-SP)	8 hours			
Management and Communication (OC-MC-CS)	15 hours			
Dealing with Conflict (OC-DC-EF)	8 hours			
Conflict Resolution (OC-CR-PP)	8 hours			
Dealing with Difficult People (OC-DD-EF)	8 hours			
Dealing with Difficult People (OC-DD-SS)	3 hours			
Listening for Success (OC-LS-PP)	8 hours			
Presentation Skills (OC-PS-CS)	6 hours			
WorldHost–Solving Problems Through Service (OC-SP-TC)	4 hours			
Problem Solving for Managers (OC-PM-PP)	8 hours			

Comments:

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