

soft skills

10 Soft Skills You Need

10 Soft Skills You Need - Online
Training Course - CPDUK Accredited



Corporate
Member

The CPD Certification Service



OVERVIEW

Welcome to The Mandatory Training Group's online 10 Soft Skills You Need training course. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

The meaning of soft skills can sometimes be challenging to describe. It can be that unique attribute or characteristic that facilitates excellent communication. It can be the unique way that you show confidence in a challenging situation. These and other events can become more easily managed with this great online course.

With our online 10 Soft Skills You Need training course, learners will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, learners will improve on almost every aspect of their career.

10 Soft Skills You Need – E-Learning Course — CPDUK Accredited

- ◆ Study method – Online, self-paced
- ◆ Estimated duration (Indicative CPD hours) – 4 hours
- ◆ Course format – Online (24/7 access)
- ◆ Entry requirements – no prerequisites required
- ◆ Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- ◆ Certification/Qualification – Downloadable CPD certificate
- ◆ Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- ◆ Course accreditation – CPD Certification Service (CPDUK)
- ◆ Course access – Part-time (1-year access)
- ◆ Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This online 10 Soft Skills You Need training course is suitable for those who want to know more about the core set of soft skills, by managing and looking at the way people interact and seeing things in a new light.

Course aims

The aim of this online 10 Soft skills You Need training course is to help you improve the personal attributes that will enable you to interact effectively and harmoniously with other people.

With our online 10 Soft Skills You Need training course, you will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, you will improve on almost every aspect of your career.

Learning outcomes

The learning outcomes of this online 10 Soft Skills You Need training course are to:

- ◆ Discuss how soft skills are essential to success in the workplace
- ◆ Understand the 10 key soft skills everyone should have
- ◆ Use soft skills to relate more effectively to others in the workplace
- ◆ Understand how to use soft skills to communicate, problem-solve, and resolve conflict
- ◆ Apply soft skills to specific situations.

What is covered in this course?

This online 10 Soft Skills You Need training course includes the following:

Module 1: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot

Module 2: What are Soft Skills?

- Definition of Soft Skills
- Empathy and the Emotional Intelligence Quotient
- Professionalism
- Learned vs Inborn Traits
- Case Study
- Module Two: Review Questions

Module 3: Soft Skill 1: Communication

- Ways We Communicate
- Improving Non-Verbal Communication
- Listening
- Openness and Honesty
- Case Study
- Module Three: Review Questions

Module 4: Soft Skill 2: Teamwork

- Identifying Capabilities
- Get Into Your Role
- Learn the Whole Process
- The Power of Flow
- Case Study
- Module Four: Review Questions

Module 5: Soft Skill 3: Problem Solving

- Define the Problem
- Generate Alternative Solutions
- Evaluate the Plans
- Implementation and Re-evaluation
- Case Study
- Module Five: Review Questions

Module 6: Soft Skill 4: Time Management

- The Art of Scheduling
- Prioritising
- Managing Distractions
- The Multitasking Myth
- Case Study
- Module Six: Review Questions

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Module 7: Soft Skill 5 and 6: Attitude and Work Ethic

- What Are You Working For?
- Caring for Others vs Self
- Building Trust
- Work Is Its Own Reward
- Case Study
- Module Seven: Review Questions

Module 8: Soft Skill 7: Adaptability/Flexibility

- Getting over the Good Old Days Syndrome
- Changing to Manage Process
- Changing to Manage People
- Showing You're Worth Your Weight in Adaptability
- Case Study
- Module Eight: Review Questions

Module 9: Soft Skill 8: Self-Confidence

- Confident Traits
- Self-Questionnaire
- Surefire Confidence Building Tactics
- Build Up Others
- Case Study
- Module Nine: Review Questions

Module 10: Soft Skill 9: Ability to Learn From Criticism

- Wow, You Mean I'm Not Perfect?
- Listen With An Open Mind
- Analyse and Learn
- Clear the Air and Don't Hold Any Grudges
- Case Study
- Module Ten: Review Questions

Module 11: Soft Skill 10: Networking

- Redefining Need
- Identifying Others' Interests
- Reaching Out
- When to Back Off
- Case Study
- Module Eleven: Review Questions

Module 12: Wrapping Up

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

Why is this online 10 Soft Skills You Need training course essential?

Flexibility is an essential soft skill, in as much as it demonstrates an ability and willingness to acquire new hard skills, and an open-mindedness to new tasks and new challenges. Employers often seek candidates who can show a willing and upbeat attitude, since many jobs come with the possibility of secondments.

Our online 10 Soft Skills You Need training course will show learners how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, learners will improve on almost every aspect of their career.

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★ ← →
Learn. Develop. Comply

HOW IT WORKS

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

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ACCREDITATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines.



A banner with a white background and a dark blue border. On the left is the CPD logo with a checkmark, and below it is the Mandatory Training Group logo. In the center, the text reads 'Corporate Member' in large blue font, followed by 'The CPD Certification Service' in smaller blue font, and 'CPD UK Corporate Membership Number - 11177' in dark blue font. On the right is the 'CPD CERTIFIED' logo with a checkmark, and below it is 'The CPD Certification Service' and 'Collective Mark'.

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WHY CHOOSE OUR ACCREDITED E-LEARNING COURSES?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.



Civility in the Workplace Training Course for Global Executives

“YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world.”

Nicolle Billmyre, YPO, Texas, USA



City and Hackney

Clinical Commissioning Group

Counter Fraud, Bribery and Corruption Training for NHS Providers

“NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements”.

Harriet Griffiths, NHS City and Hackney CCG, London, UK



Accredited Training Courses, Programmes and Regulated Qualifications

“Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws”.

Mansh Bhatti, Reed Courses, London, UK

Statutory and Mandatory Training for Primary Care Providers

“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements”.

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



Healthcare choice for **everyone**

Statutory and Mandatory Training for Healthcare Providers

“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK



Online Training and Development for the Public Sector

“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”

David Sanchez, Eden Brown Synergy, London, UK



Blended Train the Trainer Courses for Healthcare Providers

“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.

Kate McLoughlin, Nuffield Health, Bournemouth, UK

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LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

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