Essential Soft Skills for the Workplace

Learn the essential soft skills required for the workplace. Topics covered in this pathway include:

- General Skills for the Workplace
- Personal Development
- Communication: Verbal, Written
- Teamwork
- Judgement/Decision Making/Problem solving
- Time Management
- Conflict Resolution/Dealing with Difficult People
- Emotional Intelligence

General Skills for the Workplace

Job Skills: Learning the Basics LinkedIn Learning
Running time: 19 minutes

There are basics skills every professional needs to succeed in the workforce. This collection of short, animated videos addresses the top 12. Each video takes a core skill and breaks it down in a clear and easy-to-understand way. Learn skills like effective communication and decision-making—in two minutes or less! Find out how to prioritize your work, manage your time, handle conflict, and more. Take the next step in your career with these practical tips.

Personal Development

Individual Excellence Gale Courses

Running time: 24 hours
Personal development is key to success in and out of the workplace. You can develop career-enhancing skills in a single course that covers twelve popular one-day seminar topics, including goal setting, time management, and personal organization. You will learn how to improve your creative abilities, gain confidence with financial matters, and how to minimize conflict in your life. By the time you finish this course, you will have developed a fulfilling career plan and will hold the skills to improve your interpersonal relationships.

Communication: General

[Communication Foundations](#) – Linkedin Learning

Running time: 1 Hour 22 minutes
Learn how to communicate more effectively. Your communication skills affect your career prospects, the value you bring to your company, and the likelihood of your promotion. This course helps you communicate better in a variety of professional situations, including meetings, email messages, pitches, and presentations. The Instructors and introduce the four building blocks of communication—people, message, context, and listening—and show how they apply in different circumstances. Through the use of vignettes and applied tools, the course shows how to build this core competency and communicate in a way that effectively and professionally conveys your message.

[Think on Your Feet: Tips and Tricks to Improve Your Impromptu Communication Skills on the Job](#) O'Reilly for Public Libraries

Running time: 8 hours 38 minutes 59 seconds
An engaging guide to developing the mental agility to make you a bolder, better, more confident speaker on the job

[Managing Communication](#) HSTalks

Running time: 61 minutes
How to work at managing communication for you personally and for your organization.

Keys to Effective Communication Gale Courses

Running time: 6 Weeks

If you often find yourself at a loss for words or lack confidence in your communication abilities, you will appreciate this course. Each lesson works through the step by step process needed to become a great conversationalist. You will learn to use communication to build rapport and create environments of trust, warmth, and respect. Become more confident, create a great first impression, get along well with others, and create more and better personal and professional relationships.

Communicating across cultures LinkedIn Learning

Running time: 32 minutes

To succeed in a cross-cultural business setting, it's important to understand the differences in how people communicate. Language isn't the only barrier. Pace, style, and nonverbal cues all affect how messages are received. If you do business on a global scale or in a diverse environment, adapting your communication strategy is critical to workplace harmony and the bottom line. In this course, Kelley School of Business professor and executive coach Tatiana Kolovou demonstrates simple techniques to build your cross-cultural communication skills: as a manager, peer, or coworker. Learn how to adapt your communication style, overcome hidden bias, and build rapport with colleagues around the world.

Communication: Verbal

Communicating with Confidence LinkedIn Learning

Running time: 1 hour 16 minutes

Most people are afraid of speaking in public, but effective oral communication is a key skill in business. This course provides simple communication tools, strategies, and tips that are easy to use and produce immediate results. He'll help you sound more confident, use body and language to better express ideas, and overcome anxiety. In the last chapter of the course, all these concepts are brought together in two real-world coaching exercises that will help you see the techniques in action.

Interpersonal Communication Gale Courses

Running time: 24 hours

Communicating successfully depends on effective use of communication strategies and behaviors. Words, facial and body movements, tone of voice, even clothing and situation, all form an intricate symbol system that must be quickly translated by those who want to communicate.
This course will show you how to manage the conscious and unconscious codes of meaning people send to each other and how to respond with appropriate codes in turn. You will explore concepts of verbal and nonverbal expression including personal style, listening, relationship dynamics, self-esteem, conflict management, and cultural and gender communication differences.

Communication: Written

Business Writing Principles LinkedIn Learning

Running time: 1 hour 32 minutes

Discover the secrets to effective business writing and crafting messages that others want to read and act on. Judy Steiner-Williams, senior lecturer at Kelley School of Business, introduces you to the 10 Cs of strong business communication and provides you with before-and-after writing samples that give you the opportunity to apply each principle and sharpen your communication skills. Judy also points out common grammar and writing mistakes and shares special considerations for formats like emails and reports.

Tips for Better Business Writing LinkedIn Learning

Running time: 28 Minutes

Want to advance your communication skills? Improve your writing. Clear and concise writing is the key to helping your audience understand your message—whether it's delivered in an email, report, memo, or white paper. This course, designed by Adcom Designs and Write It Well managing director, Natasha Terk, provides relevant, actionable tips to improve the quality and impact of your writing. Learn how to plan a message, format it for easy reading, and use the right words to communicate clearly. Plus, learn how to reduce or eliminate errors to maintain your professional image and credibility.

Tips for Writing Business Emails LinkedIn Learning

Running time: 34 minutes

Many people have a love-hate relationship with email. Studies have shown that the average business person spends more than a dozen hours a week writing emails. Every detail, from grammar to tone to timing, impacts your reputation and personal brand. Join Dr. Daisy Lovelace as she shares tips to strengthen your email skills and shape a positive online reputation.

Judgement/Decision Making/Problem Solving

Skills for Making Great Decisions Gale Courses
Running time: 24 hours

Learn how to make excellent everyday decisions from an experienced counselor and life coach. In this online course, you'll learn about some wonderful abilities you're born with for figuring things out and making good decisions. You'll discover the steps necessary to achieve your goals, as well as the power that ordinary, everyday decisions can have over the quality of your life.
You'll learn how to deal effectively with crisis, how to use your emotions as decision-making tools, and how to work with others to make good decisions. You'll develop some important guidelines for when to take risks, when to trust your luck, and what to do if you make a mistake. The goal of this course is to give you the power to live the best life you can and make the very most of every opportunity.

Improve Your Problem-Solving Skills LinkedIn Learning

Running time: 3h 48m of content

Become more confident in your problem-solving by learning how to improve your critical thinking, judgement, and decision-making skills.
Improve your thinking skills. Build problem-solving skills. Learn decision-making strategies.

[Critical Thinking for Better Judgment and Decision-Making](#) LinkedIn Learning

Running time: 56 minutes

The pace of change and volume of information we encounter in daily life make it hard to think through decisions. Instead, people often rely on biases and rules of thumb, which trap them into drawing faulty conclusions. The most successful teams use critical thinking—objective and rational analysis—to illuminate the wisest conclusions. This course prepares leaders to hone the critical thinking skills of their entire organization. Learn how to upgrade critical thinking to avoid deceiving fallacies, spot misleading cognitive biases, craft better arguments, hone judgment, and improve decision-making. Instructor Becki Saltzman teaches skills that will improve how your company or team innovates, tackles challenges, and responds to change.

[Problem Solving Techniques](#) LinkedIn Learning

Running time: 1 hour 32 minutes

You can't solve a problem unless you can get to the cause—and sometimes there's more than one. In this course, learn techniques for identifying the root cause of a problem, generating options, and selecting the best solution. Chris Croft takes you through several methods for identifying what's actually causing a problem, including looking at the whole system when a problem is actually a symptom of a larger issue. He also explains how to generate potential solutions using mind maps and decision trees, how to boost your creativity to help you come up with more insightful options, and how to use both logic and your intuition to select the right solution to your problem.

Time Management

Time Management Fundamentals LinkedIn Learning
Running time: 2 hours 53 minutes

Effective time management is an indispensable skill. Best-selling author and business coach Dave Crenshaw lays the theoretical and practical foundations for managing your time and becoming more productive. Learn how to get more done in the shortest time possible and avoid the obstacles and distractions that can get in the way of good time management. Learn practical strategies for increasing productivity in three main areas: developing habits to be more organized and reducing clutter in your workspace; staying mentally on task and eliminate the to-dos you have floating in your head; and developing a time budget to get the most done during your workday and focus on your most valuable activities.

Time Management Tips LinkedIn Learning

Running time: 7 hours 51 minutes

Improve your productivity, get things done, and find more time for what's most important with Time Management Tips Weekly. This series provides actionable time management advice in just a few short minutes.
Productivity expert Dave Crenshaw provides techniques on a wide variety of topics, designed to help people better manage their time and ultimately become more productive. Tune in to learn about everything from managing emails and calendars to setting priorities, collaborating with coworkers, reducing interruptions, crafting a "productivity mindset," and creating a more comfortable and effective work environment.

Conflict Resolution/Dealing with Difficult People

Conflict Resolution Foundations LinkedIn Learning
Running time: 51 minutes

Improve your relationships with your coworkers, clients, and managers and find your way through conflict back to cooperation. In this course, negotiation and leadership coach Lisa Gates shares the secrets of effective conflict resolution and reveals simple, repeatable techniques that apply in most business situations. She presents "The Resolution Roadmap," a practical framework for exploring and navigating conflict resolution, including identifying the issue and distinguishing fact from fiction. A scenario helps take you through best practices for opening the conflict conversation, brainstorming solutions, and coming to an agreement. In addition, she shares powerful conflict resolution techniques that can help you enhance your listening skills and reframe problems to find common ground.

Achieving Success with Difficult People – Gale Courses

Running time: 24 hours

This course will teach you how to see things from others' viewpoints based on their needs, values, beliefs, experiences, skills, knowledge, and self-interests. You will learn to approach difficult situations by answering the questions: who? what? where? when? how? and why? And by answering these questions, you will understand who your difficult people are, what they're like, how you react to them, and their response to your actions. By the time you finish this course, you will understand that assertiveness involves taking responsibility when meeting your needs in a way that preserves the dignity and rights of others.

Skills for Making Great Decisions Gale Courses
Running time: 24 hours

Learn how to make excellent everyday decisions from an experienced counselor and life coach. In this online course, you'll learn about some wonderful abilities you're born with for figuring things out and making good decisions. You'll discover the steps necessary to achieve your goals, as well as the power that ordinary, everyday decisions can have over the quality of your life.

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Teamwork

Teamwork Foundations LinkedIn Learning

Running time: 1 hour 25 minutes

Learn the qualities of effective teams and the role you, as a member, play in creating an effective team. In addition to the importance of knowing your own strengths and weaknesses, management trainer Chris Croft emphasizes the importance of delivering on expectations, listening to other team members, communicating clearly, playing more than one role, and being supportive.

Managing teams and groups HSTalks

Running time: 46 minutes
How to manage teams and groups in the modern organization.

Emotional Intelligence

Developing Your Emotional Intelligence LinkedIn Learning

Running time: 1 hour 8 minutes

Emotional intelligence can help you build effective relationships at work. Executive coach and organizational psychologist Gemma Roberts explains what emotional intelligence is and why it's important. She helps you become more self-aware so that you can identify triggers that may hijack your performance. She also helps you align your intentions and your impact so that you can build strong and collaborative relationships.

Leading with Emotional Intelligence Lynda.com

1 hour 2 minutes

Emotions are all around us in the office, and it's important for leaders to understand how to harness them to cultivate productivity and positive relationships. In this course, Britt Andreatta shares how to boost your emotional quotient (EQ) to better lead teams, work with peers, and manage up. Learn what emotional intelligence is and how it factors in at work, and discover concrete techniques for raising your own EQ. This includes perceiving yourself accurately, exercising emotional self-control, understanding and managing your triggers, and developing empathy. Then, turn those lessons around to build your awareness of others and become a more inspiring—and effective—leader.