



Ten Soft Skills You Need

SEHG-CD-7774 · Business · approx. 8 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Having the technical skills and knowledge to successfully execute your job duties is only one part of being the best you can be in the workplace. In addition to these “hard” skills, we also need “soft” skills. Soft skills are those skills which allow us to effectively work with others. No matter what your position, organization, or industry, you work with people! Taking the time to build effective soft skills can contribute to a more efficient, more harmonious, and more productive workplace, as well as to your own overall job happiness and satisfaction. With our Ten Soft Skills You Need workshop participants 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, your participants will improve on almost every aspect of their career.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Discuss how soft skills are important 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'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 13 course modules
- 8 instructional videos — 8 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — What Are Soft Skills?**
 - Definition of Soft Skills
 - Empathy and the Emotional Intelligence Quotient

- Professionalism
- Learned vs. Inborn Traits
- **Module 3 — Communication**
 - Ways We Communicate
 - Improving Nonverbal Communication
 - Listening
 - Openness and Honesty
- **Module 4 — Teamwork**
 - Identifying Capabilities
 - Get Into Your Role
 - Learn the Whole Process
 - The Power of Flow
- **Module 5 — Problem-Solving**
 - Define the Problem
 - Generate Alternative Solutions
 - Evaluate the Plans
 - Implementation and Re-Evaluation
- **Module 6 — Time Management**
 - The Art of Scheduling
 - Prioritizing
 - Managing Distractions
 - The Multitasking Myth
- **Module 7 — Attitude and Work Ethic**
 - What Are You Working For?
 - Caring for Others vs Caring for Self
 - Building Trust
 - Work Is Its Own Reward
- **Module 8 — 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
- **Module 9 — Self-Confidence (Owning It)**
 - Confident Traits
 - Self-Questionnaire
 - Surefire Self-Confidence Building Tactics
 - Build Up Others
- **Module 10 — Ability to Learn**
 - Wow, You Mean I'm Not Perfect?
 - Listen with an Open Mind
 - Analyze and Learn
 - Clear the Air and Don't Hold Any Grudges
- **Module 11 — Networking**
 - Redefine Need
 - Identifying Others' Interests
 - Reach Out
 - When to Back Off
- **Module 12 — Assessment**
- **Module 13 — Wrapping Up**
 - Course Summary

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-CD-7774 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.