

VOL. 01

WORKFORCE-READY WORKSHOP SERIES

Power Skills

For the workforce



- Time Management
- Emotional Intelligence
- Productivity
- Work Ethic
- Interpersonal Communication



Workbook developed by Laura Bustamante, CTRS & Edited by Sharon Vocino

WORKFORCE READY WORKSHOP SERIES

POWER SKILLS FOR THE WORKFORCE

Welcome to the power-skills workbook! Get ready to take your skills to the next level! Inside this workbook, you'll find helpful tips and tricks to help you become a better communicator, problem solver, and team player. You'll learn how to identify the strengths and weaknesses of yourself and your peers, so that you can collaborate effectively and reach your goals. So get ready to have some fun, because we have plenty of witty and humorous exercises that will help you master the soft skills you need to succeed in the workplace. Let's get started!



MONTEREGIE-WEST COMMUNITY NETWORK

Our Vision

To develop a strong and vibrant English-speaking community in Montérégie West

Our Mission

To bring together individuals, community groups, public organizations, professionals, and businesses through partnerships and bonds within the Montérégie West community and with its neighbors.

To encourage lifelong learning for everyone from the youth to the elderly

To provide information and resources to promote improved access to health and social services for all. www.mwcn.ca

NOVA CAREER CENTRE

Our experienced teachers, counsellors and staff are here to help you every step of the way. Whether your goal is to take a trade program, finish high school, or get ready for CEGEP, we offer you the support you need to meet your learning and career goals. Meet one-on-one with one of our counsellors to create a personalized learning path that helps you get where you want to go. The journey begins with you!

www.nfsb.me



New Frontiers School Board CONTINUING EDUCATION

The journey begins with **you.**



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NFSB CONT.ED & MWCN

WORKFORCE READY WORKSHOP SERIES



POWER SKILLS

Discover the "Power skills" that make employees stand out in the workforce. Participants will learn about tried and true strategies to improve skills such as organization, productivity, communication, time-management skills, and more!



DRESS FOR SUCCESS

Learn about "dressing for the job you want" and fun new ways to upgrade your personal style to present a professional image. Participants will learn tips and tricks about everyday style to look and feel good for less!



SELF CARE & PROFESSIONAL PRESENTATION

This workshop will cover professional social media use, online hiring platforms such as LinkedIn, and self-care practices to prevent burnout. You will also learn about tried and true strategies to manage stress and revamp your online presence!



MARKETING YOUR STRENGTHS

Discover your most valuable strengths and learn how to use them to their full potential. An interactive activity will follow, where you can design your own business cards and receive a personalized marketing kit.



INTERVIEW SKILLS

At the end of this workshop, participants will have everything they need to show up to an interview prepared, professional, and with strategies that will make a lasting impression!

About THE PROGRAM

The workforce-ready workshop series was developed in partnership between the Monteregie-west community network and the New Frontiers School Board Continuing Education Department with the goal of equipping students with social, emotional, and tangible tools to support the successful transition to the workforce.



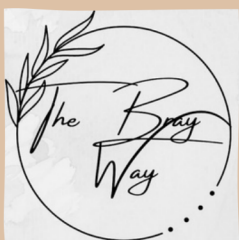
Throughout the planning process, professionals from various fields joined forces to create interactive and relatable content to increase students' confidence, strengthen networks, and encourage entrepreneurial pursuits, making these tools and practices more accessible, exciting & attainable. After each workshop, students will be able to walk away with tangible items that will help them both in their job search and continued employment onwards.

ABOUT THE AUTHORS



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This workbook and the workshop content were developed on behalf of the Montérégie West Community Network & the New Frontiers School Board by @thebrayway_ Wellness Services & L.B Therapeutic Recreation Coaching & Consulting along with the expertise of professionals specializing in the field.



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Introduction

WHAT ARE POWER SKILLS?



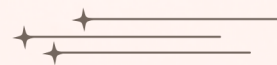
“The future belongs to those who learn more skills and combine them in creative ways.”

— *Robert Greene*

Power skills are a specific set of "people skills /soft skills" that have become increasingly important in the workforce. A few skills that have been especially sought after recently include interpersonal communication, teamwork, problem-solving, adaptability, innovation, and emotional intelligence.

Developing and nurturing these skills can help you stand out in the workforce and thrive in your personal life by enhancing your ability to collaborate effectively, navigate challenges, and build strong relationships.

For example, emotional intelligence, which involves understanding and regulating your own emotions and empathizing with others, can set you apart in the workforce by helping you build positive relationships with colleagues and customers, resolve conflicts, and lead teams more effectively.



THE POWER SKILLS EMPLOYERS WISH YOU HAD!

HOW THEY MAKE YOU STAND OUT & WHY THEY MAKE ALL THE DIFFERENCE

Strong "soft skills" can be just as important as technical expertise in the workplace. By focusing on improving these skills, you can stand out among your peers as a highly valued employee. Here are examples of power skills that employers are looking for and why they make such a difference.



- **COMMUNICATION** - Having the ability to effectively convey ideas and information to others clearly and concisely can improve productivity and efficiency by preventing avoidable misunderstandings or errors in communication.
- **TEAMWORK**- A collaborative mindset and the ability to work well with others allows for shared strengths, skills, and expertise which can lead to more creative and successful projects.
- **ADAPTABILITY** - Being able to adjust to changing conditions and situations, and a willingness to take on new tasks or projects opens the door to new opportunities and makes you stand out in the competitive and ever-changing job market.
- **PROBLEM-SOLVING** - The ability to identify and solve complex problems quickly in new and innovative ways can prevent costly mistakes or delays and help keep you one step ahead of competitors.
- **TIME MANAGEMENT** - Being able to manage time effectively, prioritize tasks, meet deadlines, and stay on schedule can improve productivity and ensure that projects are completed on time.
- **CREATIVITY**- Thinking outside the box and coming up with innovative ideas allows for unique solutions to problems that can help you stand out and discover new more efficient ways of doing things.
- **EMOTIONAL INTELLIGENCE**- Being skilled at understanding and managing emotions, (both your own and others) can help you anticipate, prevent and manage conflicts, which can lead to a more harmonious and productive workplace.
- **INTERPERSONAL SKILLS** - The ability to easily network, and develop positive relationships with others can lead to stronger connections and more opportunities for collaboration, resource sharing, and advancement.
- **WORK ETHIC** - Having a strong work ethic, and a willingness to work hard and take initiative can help you stand out as a reliable, loyal, and dedicated employee.
- **CULTURAL COMPETENCE** -A willingness to learn more about diverse cultural backgrounds to better understand and appreciate cultural differences can help you build stronger relationships with clients and colleagues.
- **ATTENTION TO DETAIL**- Being able to focus on small details and ensure accuracy can help prevent errors and ensure that projects are completed to the highest standard possible.

What's the Difference?

TECHNICAL SKILLS AND SOFT SKILLS

In today's job market, having a good balance of hard and soft skills is crucial for career success. While hard skills refer to technical abilities such as programming or data analysis, soft skills are more related to interpersonal abilities such as communication and problem-solving.

- Hard skills are specific to a particular job or industry, while soft skills are more universal and can be applied to many different situations.
- Hard skills are easier to measure and quantify, while soft skills can be more subjective and difficult to gauge.
- Hard skills are usually learned through formal education or training, while soft skills are often developed through life experiences and interactions with others.



HARD SKILLS

Specific competencies, skills, knowledge, and abilities needed to perform a specific task or role.

Hard Skills:

- Microsoft office
- Interpreting data
- Financial planning
- Copywriting
- Troubleshooting
- Project management
- Spoken languages

SOFT SKILLS

Personality traits, social competencies and skills, knowledge, and abilities used to perform interpersonal activities and unique tasks.

Soft Skills:

- Communication skills
- Timekeeping
- Critical thinking
- Leadership skills
- Motivation
- Ambition
- Negotiating

While having strong technical skills is important, having soft skills can help compensate for a lack of technical abilities. Here are some ways that soft skills can be beneficial in the workplace:

- Communication skills can help bridge gaps in knowledge and understanding between technical and non-technical team members.
- Problem-solving skills can help identify alternative solutions when technical solutions are not feasible or practical.
- Adaptability and flexibility can help navigate changing technologies and work environments.

Both hard and soft skills are important for success in the workplace. By having a good balance of both, individuals can be more effective and well-rounded in their careers!

INTERPERSONAL COMMUNICATION

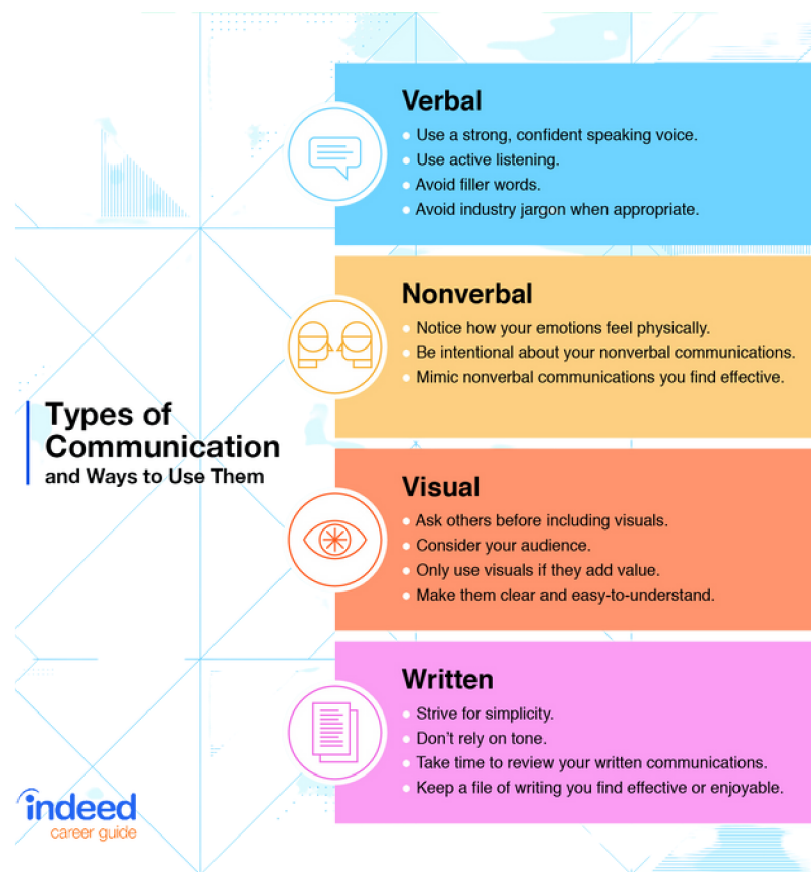
LITTLE THINGS YOU CAN DO TO IMPROVE YOUR COMMUNICATION SKILLS

There are several little things you can do to improve your communication skills. First, practice active listening. Make sure to really pay attention to the other person when they are talking and provide feedback as they talk. Second, be aware of nonverbal communication. Make sure you are using appropriate body language and facial expressions to show interest and understanding.

Third, be concise and clear with your own language. Make sure you are speaking in a way that is easy for the other person to understand. Fourth, be open to feedback and use it to improve your communication skills. Fifth, practice public speaking if you have the opportunity. Finally, take time to reflect on how your communication is perceived by others and adjust it accordingly.

One of the most common communication mistakes people make is not being clear and concise with their message. People often use long-winded explanations that can be confusing and difficult to follow.

It's important to be direct and use simple language to ensure your point is understood. Additionally, people often fail to be mindful of their body language and facial expressions, which can send mixed signals to their audience. Speaking too quickly or too slowly can also make it difficult to understand the speaker's point. Finally, always remember to listen actively and be open to constructive feedback so that you can hone your communication skills.



Communication

APPLICATION EXERCISE

BACK TO BACK DRAWING



WHAT YOU NEED:

- Groups of 2
- 2 Sheets of blank paper
- 2 Pencils
- 2 Intended messages (simple shape images)
- Timer for 3 minutes

1. Find a partner and sit back to back with each other.
2. One person will have an image in front of them, the communicator.
3. The other person will have a blank sheet of paper and a pencil, the receiver.
4. The communicator will have 3 minutes to describe the image to the receiver.
5. The receiver will then draw the image to the best of their ability based on the details given by the communicator. Asking clarifying questions is not allowed.
6. At the end of the 3 minutes, partners can turn around and compare the original drawing, the intended message, with their version, the interpreted message.
7. Partners will swap roles and try again with a new image.
8. 3 minutes will be given for the new drawing, however, this time the receiver will be allowed to ask clarifying questions.
9. Partners can turn around and compare images.
10. Discuss with the group how the two experiences varied and what elements may impact their ability to communicate and receive intended messages.

NOW YOU TRY!

Draw a basic picture using shapes and see if you can communicate your message clearly by describing each element out loud. See if someone else is able to replicate your drawing without looking at it by only listening to your description.

QUES

CLARIFYING QUESTIONS

List any questions that you think would have helped you better understand the message that was trying to be communicated.

-
-
-
-


QUES

Activity Debrief

DISCUSSION QUESTIONS

- HOW DIFFICULT WAS EACH STAGE OF THIS EXERCISE?
- DID IT HELP TO BE ABLE TO ASK QUESTIONS?
- WHAT TYPE OF QUESTIONS WERE MOST HELPFUL?
- WAS IT EASIER TO BE THE RECIEVER OR THE COMMUNICATOR?
- WHAT MADE IT DIFFICULT TO DELIVER THE MESSAGE?
- WHAT INTERFERED WITH RECEIVING THE CORRECT MESSAGE?

NOTES:



“What people get admired and appreciated for in community are their soft skills: their sense of humor and timing, their ability to listen, their courage and honesty, their capacity for empathy.”

M. Scott Peck

GETTING THE MOST OUT OF YOUR PLANNER

A daily planner is a great way to stay organized and on top of tasks throughout your day. Here are some tips on how to get the most out of your daily planner:

1. **PLAN AHEAD:** Schedule all of your tasks, appointments, and commitments in advance, and set reminders so you don't forget.
2. **BE REALISTIC:** Set realistic goals for yourself and break down larger tasks into smaller, more manageable goals.
3. **PRIORITIZE TASKS:** Focus on one task at a time so that you don't get overwhelmed.
4. **MAKE TIME FOR BREAKS:** Take breaks throughout the day so that you can take a step back and refresh.
5. **KEEP IT SIMPLE:** Don't overcomplicate your planner, keep it simple and easy to use.
6. **BE FLEXIBLE:** Be willing to adjust your plan as needed to adjust for unexpected changes or new priorities.
7. **COLOUR CODE:** Use colour coding to help you categorize your tasks and appointments.
8. **TRACK YOUR PROGRESS:** Track your progress so that over time you can see how far you've come and celebrate your achievements.



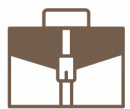
GETTING THE MOST OUT OF YOUR SMART WATCH

WHAT CAN YOUR SMART WATCH HELP YOU WITH?



Time Management

- Always know the time
- Set alarms to keep you on track
- Smart wake alarm



Professionalism

- Set texts and calls to your watch so your phone stays away while you work!
- Sleek, minimal & customizable look
- Stress management score



Health

- Heart rate monitoring
- Step counter
- Track your weight
- Calorie tracker
- Menstrual health tracking



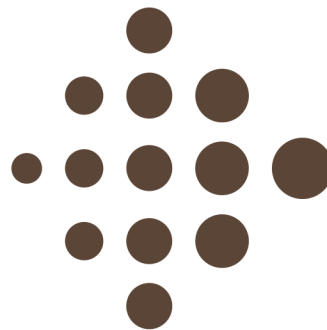
Productivity

- Everyday motivation
- Connect to GPS
- Set reminders
- Moving regularly boosts productivity
- Do not disturb mode



Self Awareness

- Track water intake
- Track sleep
- Daily readiness score
- Relax breathing exercises
- Breathing rate
- Mood tracking
- Wellness report



START YOUR DAY WITH PRODUCTIVITY!

HAPPY HABITS TO HELP YOU FEEL GOOD & BOOST YOUR DAILY PRODUCTIVITY!

- **Get up early.** This will give you plenty of time to get things done without feeling rushed.
- **Eat a healthy breakfast.** This will fuel your body and mind for the day ahead.
- **Take time for yourself.** Whether it's meditating, doing yoga, or just taking a few moments to reflect, taking some time for yourself can help set you up for a productive day.
- **Create a plan.** Take a few moments to plan out your day, setting realistic goals and tasks. This will help you stay organized and on track.
- **Get moving.** Exercise is a great way to start your day and can help to increase your energy levels.
- **Start your work.** Once you have planned and prepared for the day, it's time to get to work.
- **Take regular breaks.** Taking regular breaks throughout the day can help you stay focused and productive.
- **Wind down.** Before bed, take some time to relax and unwind. This will help your body and mind prepare for the next day.



SET UP YOUR MORNING ROUTINE FOR MAXIMUM PRODUCTIVITY!

One of the best ways to set up a morning routine for maximum productivity is to start the day with a plan. Begin by writing down a list of the tasks you need to complete during the day. Schedule a specific time for each task and make sure to stick to it.

You can also take some time to review your goals for the day and the larger goals you have for yourself. This will help give you motivation and clarity when you're feeling overwhelmed. Other tips for a successful morning routine include getting up earlier than usual, eating a healthy breakfast, and doing some physical exercise.

All of these will help you start the day with the energy and focus you need to be productive.

TASK PRIORITIZATION

DECIDING WHICH TASKS ON YOUR TO-DO-LIST TO PRIORITIZE.

To be more mindful and deliberate in your time management, it's important to be aware of how you use your time and energy. Start by tracking how long you spend on each task, and try to set realistic goals for yourself. Make sure to give yourself some flexibility and allow for unexpected interruptions. You can also try mindfulness techniques such as meditation and breathing exercises to help you stay centered on your goal and focused on the task at hand. Finally, create a distraction-free environment by removing any distractions that might prevent you from completing your tasks.

QUESTIONS TO HELP YOU PRIORITIZE

1. What is the importance of this task? Is it urgent or can it wait?
2. What are the potential consequences of not completing this task?
3. What are the benefits of completing this task?
4. How long do I estimate this task will take?
5. Is this task within my skill set or do I need to ask for help?



LIMIT DISTRACTIONS AND ACCOMPLISH THE TASKS ON YOUR TO-DO LIST

1. Create a designated workspace free of noise and clutter.
2. Turn off all notifications and alerts on your devices.
3. Break down tasks into smaller, more manageable chunks.
4. Eliminate any unnecessary tasks from your to-do list.
5. Prioritize tasks by importance.
6. Set specific times for tackling each task.
7. Take regular breaks, but give yourself a time limit to return to your task.
8. Make sure you have all the resources needed to complete the task.



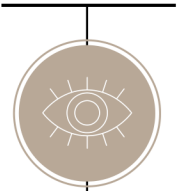
SIMPLE WAYS TO REDUCE CLUTTER AND IMPROVE ORGANIZATION IN YOUR DAILY LIFE

1. **Make a plan** - Start by making a plan of action on how to reduce clutter and improve organization in your daily life. Decide on which areas of your home or workspace you'd like to organize, and create a timeline for when to tackle each task.
2. **Have a designated place for everything** - This can help create a more organized lifestyle. Have a place for items you use on a regular basis, such as keys, wallets, and backpacks. This will make it easier to find what you need without having to search through the clutter.
3. **Make it a habit** - Create a habit of cleaning up after yourself and putting items back in their designated place when you're done using them. This will help you keep your space organized and clutter-free.
4. **Don't buy what you don't need** - Before buying something, ask yourself if you really need it. This will help reduce the amount of clutter you accumulate and keep your home or workspace organized.
5. **Use storage solutions** - Use storage solutions such as shelves, baskets, and containers to help keep your items organized and in their designated place. This will help you reduce clutter and keep your space looking neat and tidy.



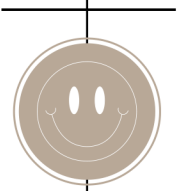
BODY LANGUAGE CUES & NON-VERBAL COMMUNICATION

- 1**




EYE CONTACT

Is the person making eye contact? If so, is it overly intense or just right?
- 2**



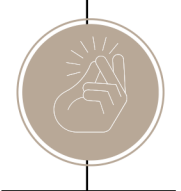
FACIAL EXPRESSION

What is their face showing? Is it masklike and unexpressive, or emotionally present and filled with interest?
- 3**




TONE OF VOICE

Does the person's voice project warmth, confidence, and interest, or is it strained and blocked?
- 4**



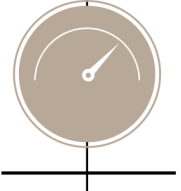
POSTURE AND GESTURES

Is their body relaxed or stiff and immobile? Are their shoulders tense and raised, or relaxed?
- 5**



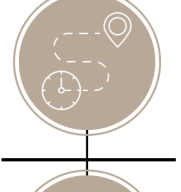
TOUCH

Is there any physical contact? Is it appropriate to the situation? Does it make you feel uncomfortable?
- 6**




INTENSITY

Does the person seem flat, cool, and disinterested, or over-the-top and melodramatic?
- 7**



TIMING AND PLACE

Is there an easy flow of information back and forth? Do nonverbal responses come too quickly or too slowly?
- 8**



SOUNDS



Do you hear sounds that indicate interest, caring or concern from the person?

NON-VERBAL CUES

COMPARISON ACTIVITY

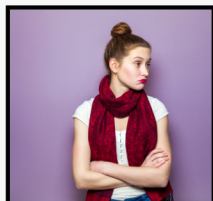
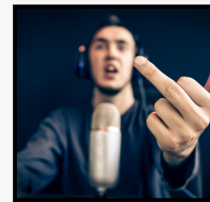
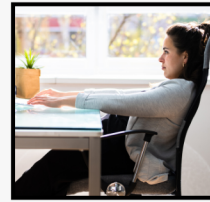


Write an example of a positive and negative non-verbal communication cue for each category.

BODY LANGUAGE & NON-VERBAL COMMUNICATION		
EYE CONTACT	e.g Keeps eye contact 50% of the time when speaking and 70% when listening.	e.g Too much or too little eye contact. Intense stare without blinking.
FACIAL EXPRESSION		
TONE		
VOLUME		
HAND GESTURES		
PROXIMITY		
TOUCH		
POSTURE / STANCE		
INTENSITY		
TIMING AND PLACE		
SOUNDS		

NON-VERBAL COMMUNICATION & BODY LANGUAGE

Place an X for images that you think represent negative body language and non-verbal communication traits and a ✓ on ones you think represent positive traits. Write what you think each image represents



COWORKER CONFLICTS

Tips & Tricks



To reduce conflict and frustration, here are some tips and tricks:

- **Keep an open mind:** Everyone comes from different backgrounds and experiences. Try to understand where your coworkers are coming from and be open to their perspectives.
- **Communicate effectively:** If you have an issue with a coworker, address it directly and respectfully. Use “I” statements instead of “you” statements to avoid coming across as accusatory.
- **Focus on solutions:** When conflicts arise, focus on finding a solution rather than placing blame. Brainstorm together and come up with a plan that benefits everyone.
- **Take breaks:** If you find yourself getting frustrated or overwhelmed, take a break. Step away from the situation and take a few deep breaths to calm down.
- **Practice empathy:** Put yourself in your coworker’s shoes and try to understand their point of view. This can help you find common ground and avoid conflicts.

WHAT DO YOU DO WHEN YOUR COWORKERS ARE DRIVING YOU BANANAS?

How would you address your frustration towards a coworker who...

- Is always late.
- Whispers to others or starts side conversations during discussions.
- Hogs the conversation and talks over others.
- Leaves before the job is done and leaves the team hanging.
- Does not contribute equally to team/group projects.
- Is never serious, constantly jokes, and gets team members off track.
- Is obnoxiously speaking or playing music too loudly.
- Refuses to work with certain team members.
- Is bossy and won't share leadership tasks.
- Is working on personal projects during work time.
- Is on their phone and not paying attention during meetings.

NAVIGATING DIFFICULT CONVERSATIONS

Interpersonal Communication

Navigating difficult conversations can be challenging, but with a few strategies in place, you can maintain your composure and approach the conversation in a constructive way. First, make sure to take time to prepare before the conversation. Think about what you want to discuss, and how you want to approach it. It can also be helpful to write out your thoughts in advance. Once you're in the conversation, remain calm and take a deep breath. This will help you stay focused and remain present. Try to remain open-minded and be prepared to listen to the other person's perspective.

Remember to be respectful and avoid personal attacks. Keep your language professional and don't allow yourself to get too emotional. Finally, once the conversation is over, take time to reflect and consider what you learned. This will help you to prepare for future conversations and ensure that each one is productive and successful.



STRATEGIES FOR HAVING DIFFICULT CONVERSATIONS

Use the G.I.V.E technique for conversations where you want to prioritize the relationship and the person's feelings. It is especially effective for discussing sensitive subjects and difficult conversations with friends, family members, and coworkers.



BE GENUINE & GENTLE

Stay true to your values but remain gentle in your approach. Avoid verbal attacks, threats, and manipulation.



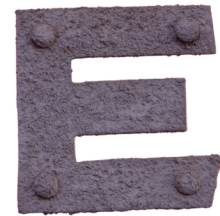
Show **INTEREST**

When the other person is speaking, face the person; maintain eye contact and open body language. Don't interrupt or talk over the person.



VALIDATE *feelings*

Acknowledge the other person's point of view and validate their feelings. Speak privately when possible.



Use an **EASY** *manner*

Keep a calm and even tone of voice and a relaxed body language. Use humour, smile and be light-hearted in appropriate moments.

Use the F.A.S.T skill when you want to focus on keeping your self-respect and asserting your boundaries. This skill helps you be truthful about the problem while not sacrificing your values or integrity. It is helpful for conversations where you may not agree with the other person or you would like to refuse a request respectfully.



Be **FAIR &** *remain objective*

When describing the situation, be fair to yourself & the other person. Do not put the other person's needs above your own.



Don't "over" **APOLOGIZE**

Do not apologize for making a request, for disagreeing, or for respectfully voicing your thoughts, opinions, or feelings.



STICK to values & Facts

Remain firm in your values or integrity. Stick to known facts & "I feel" statements. Avoid judgmental thoughts or statements.



Be **Truthful &** **Tactful**

Avoid exaggerations, excuses and accusations. Speak your truth clearly & calmly. Focus on your goal.

DE-ESCALATION STRATEGIES

FOR MANAGING CONFLICT



APPROACH IN A CALM AND NON-CONFRONTATIONAL WAY



KEEP FACIAL EXPRESSION RELAXED AND UNTHREATENING



MOVE TO A PRIVATE AREA IF IT IS SAFE TO DO SO



KEEP YOUR TONE AND BODY LANGUAGE NEUTRAL



MOVE TO A LOCATION WHERE YOU CAN BOTH BE SEATED IF POSSIBLE



STAY CALM & AVOID OVER-REACTING.



RESPECT THEIR PERSONAL SPACE



HAVE AN OPEN DIALOGUE & AVOID RAISING YOUR VOICE



DON'T TAKE THINGS PERSONALLY OR REACT TO THREATS



FOCUS ON THE THOUGHTS BEHIND THE FEELINGS



ALLOW MOMENTS OF SILENCE



OFFER & RESPECT COOL DOWN TIME

ETHICAL DILEMMAS AT WORK

APPLICATION EXERCISE - WHAT WOULD YOU DO?

For each of the following situations, assume you are employed by a large company, with approximately 1,000 employees. Consider multiple perspectives, discuss possible alternatives, or come up with arguments to justify your decisions. Refer to the 5-steps for making ethical decisions.



CASE 1

Kyla is a recruiter in the Human Resources Department. Her best friend Mike is applying for a job with the company has been struggling to find a job. If he doesn't find one soon, he may be evicted from his apartment. Mike asks for advice on preparing for the interview. Kyla has a copy of the actual interview questions asked of all applicants and considers making him a copy of the list so he can prepare. **WHAT WOULD YOU DO?**



CASE 2

Payton works in the Quality Control Department. Once a year, her supervisor gives away the company's used computers to the local elementary school. The company does not keep records of these computer donations. Payton is taking night classes and really needs a computer. Her supervisor gives her the key to the stock room and asks her to deliver the laptops. **WHAT WOULD YOU DO?**



CASE 3

Carlos is a program coordinator. He has just received a new work computer and is excited to try it out. His supervisor has a strict policy about computer usage (for business purposes only), but Carlos wants to learn the email software. He figures one good way to do this is to send emails to his friends and relatives until he gets the hang of it. He has finished all of his work for the day and has 30 minutes left until his shift is over. His supervisor left early. **WHAT WOULD YOU DO?**



CASE 4

Ashley works in the I.T Department and spends a lot of time responding to emails. One day she got an email that said, "I'd like to get to know you better, outside of work." Ashley had no idea who sent it, so she deleted it. A few days later, she received another message from the same source but this time it included personal details that made her feel very weird. She mentioned these emails to her supervisor who responded, "You're lucky to have a fan!" The messages continue to come and she's feeling increasingly uncomfortable. **WHAT WOULD YOU DO?**



CASE 5

Markus was recently hired to work as a receptionist for the front lobby. As the receptionist, he is responsible for making copies for the people in the office. His son, Jason, comes in and needs some copies for a school project. He brought his own paper and needs 300 copies for his class. If he doesn't bring the copies with him, he will fail the project. The company copier does not require a security key, nor do they keep track of copies made by departments. **WHAT WOULD YOU DO?**

ETHICAL DILEMMAS AT WORK

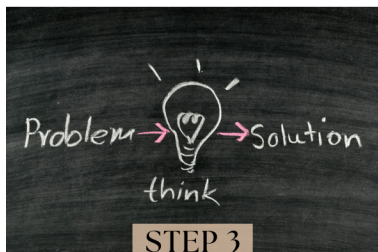
5 STEPS TO MAKING ETHICAL DECISIONS



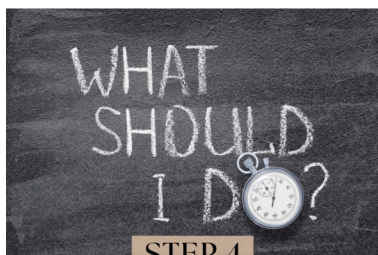
IDENTIFY THE PROBLEM AND/OR THE ETHICAL ISSUE



LIST THE KNOWN FACTS & MULTIPLE PERSPECTIVES



LIST POSSIBLE SOLUTIONS OR ALTERNATIVES



CONSIDER & REFLECT ON POSSIBLE OUTCOMES



USE YOUR VALUES TO GUIDE YOU & JUSTIFY YOUR CHOICE

CONFLICT RESOLUTION

DEALING WITH FRUSTRATION AT WORK



One of the biggest challenges when entering the workforce is understanding the unwritten rules and norms of the workplace. Here are some additional tips that can help you navigate those unspoken expectations:

1. **Observe the company culture:** Take note of how your coworkers interact with each other, dress, and behave in the office. Try to adjust your behavior to fit in with the company culture.
2. **Respect boundaries:** Be mindful of your coworkers' personal space and time. Avoid interrupting them when they are busy and respect their privacy.
3. **Be reliable:** Make sure you are following through on your commitments and meeting deadlines. This builds trust with your coworkers and shows that you are a reliable team member.
4. **Avoid gossip:** Gossiping can create tension and conflict in the workplace. Instead, focus on building positive relationships with your coworkers and being a supportive team member.
5. **Be proactive:** Take initiative and offer to help your coworkers when you can. This demonstrates your willingness to be a team player and can help build positive relationships.



REFLECTIVE QUESTIONS FOR CONFLICT RESOLUTION

APPLICATION EXERCISE - CONFLICT RESOLUTION AT WORK



WHAT ARE THE UNDERLYING CAUSES OF THE CONFLICT?



WHAT ARE THE POTENTIAL CONSEQUENCES OF THE CONFLICT CONTINUING?



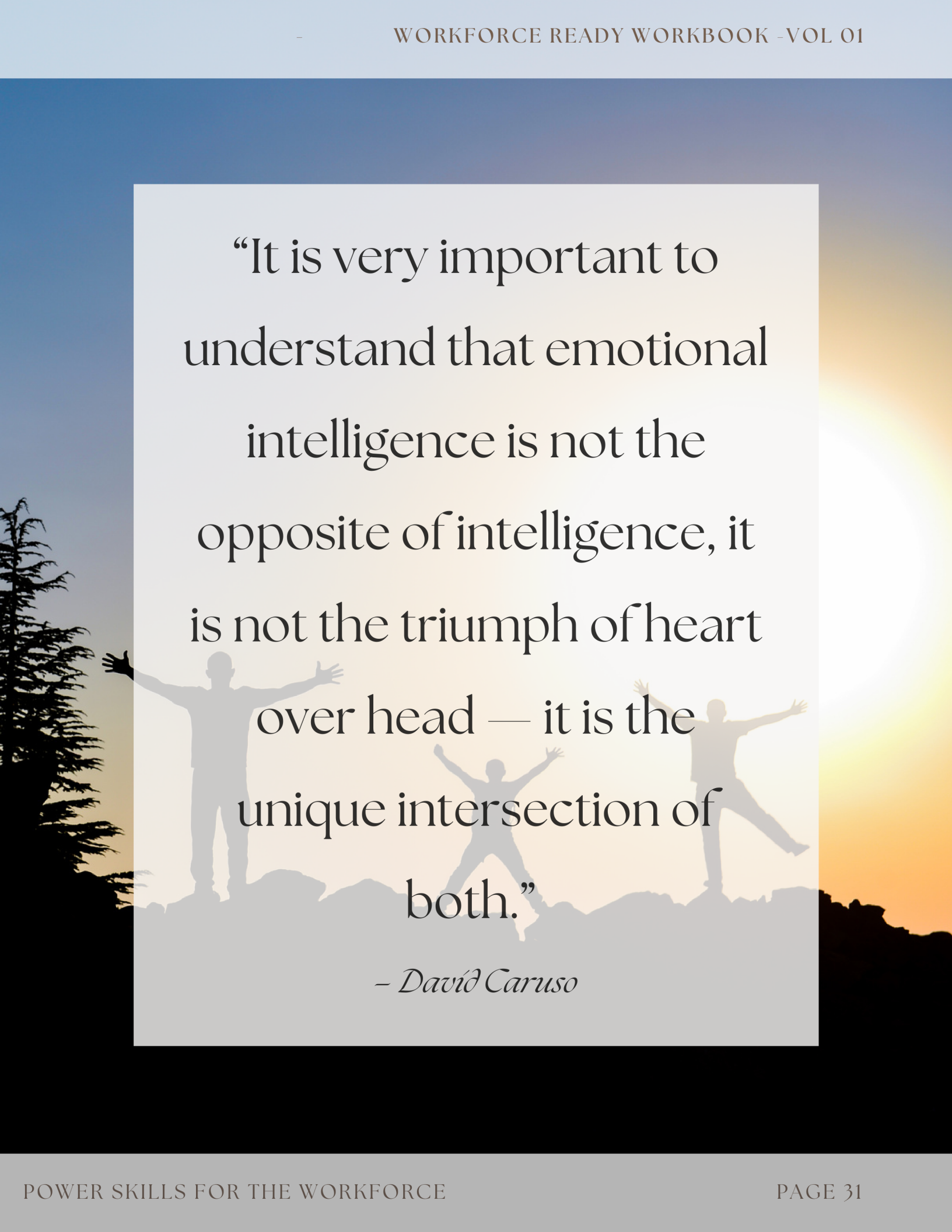
WHAT ARE MY OPTIONS FOR RESOLVING THE CONFLICT?



WHAT WOULD BE THE BEST OUTCOME FOR THE TEAM?



HOW CAN I ENSURE THAT THE TEAM REMAINS PRODUCTIVE AND MORALE IS MAINTAINED?



“It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head — it is the unique intersection of both.”

– *David Caruso*

EMOTIONAL INTELLIGENCE

THE KEY TO SUCCESS FOR WORKPLACE CONNECTIONS

In your journey to the workforce, you may be wondering what skills you need to succeed in your career. While a high IQ can certainly help, there is another type of intelligence that is equally important: emotional intelligence.

Emotional intelligence, or EQ, is the ability to understand and manage your own emotions, as well as the emotions of others. This includes skills like empathy, self-awareness, and relationship-building. Why is this important in the workplace? Because no matter what industry you work in, you will inevitably have to work with other people.

Think about it: have you ever had a boss or coworker who was difficult to work with? Maybe they were quick to anger or didn't seem to care about your feelings. These types of people can create a toxic work environment that affects everyone's productivity and happiness. On the other hand, a boss or coworker with strong emotional intelligence can inspire trust and collaboration, leading to a more positive and productive workplace.



So how can you strengthen your emotional intelligence? Start by practicing self-awareness. Pay attention to your own emotions and how they affect your behaviour. Set goals for yourself, and reflect on your progress. You can also work on your empathy by putting yourself in other people's shoes and genuinely listening to their perspectives.

The benefits of strengthening your emotional intelligence are numerous. Not only will you be a more effective communicator and team player, but you will also be better equipped to handle stress and conflict. In fact, studies have shown that people with high emotional intelligence tend to be more successful in their careers and have better mental health overall.

It's important to note that IQ and EQ are not mutually exclusive – in fact, they can work together to create a well-rounded skill set. However, while a high IQ can help you grasp complex concepts, it's your emotional intelligence that will help you navigate the social and emotional complexities of the workplace.

EMOTIONAL INTELLIGENCE SELF-ASSESSMENT

0 (Never) 1 (Rarely) 2 (Sometimes) 3 (Often) 4 (Always)

SELF AWARENESS	TOTAL____
My feelings are clear to me at any given moment.	
Emotions play an important part in my life.	
My moods impact the people around me.	
I find it easy to put words to my feelings.	
I can easily sense when I'm going to be angry.	
My moods are easily affected by external events.	
I readily tell others my true feelings.	
I find it easy to describe my feelings.	
Even when I'm upset, I'm aware of what's happening to me.	
I can think objectively about my thoughts and feelings.	

0 (Never) 1 (Rarely) 2 (Sometimes) 3 (Often) 4 (Always)

SELF MANAGEMENT	TOTAL____
I accept responsibility for my reactions.	
I find it easy to make goals and stick with them.	
I am an emotionally balanced person.	
I am a very patient person.	
I can accept critical comments from others without becoming angry.	
I maintain my composure, even during stressful times.	
If an issue does not affect me directly, I don't let it bother me.	
I can restrain myself when I feel anger towards someone.	
I control urges to overindulge in things that could cause me harm.	
I direct my energy into creative work or hobbies.	

EMOTIONAL INTELLIGENCE SELF-ASSESSMENT

0 (Never) 1 (Rarely) 2 (Sometimes) 3 (Often) 4 (Always)		
	SOCIAL AWARENESS	TOTAL_____
	I consider the impact of my decisions on other people.	
	I can easily tell if people around me are becoming annoyed.	
	I sense it when a person's mood changes.	
	I am able to be supportive when giving bad news to others.	
	I am generally able to understand the way other people feel.	
	My friends can tell me intimate things about themselves.	
	It genuinely bothers me to see other people suffer.	
	I usually know when to speak and when to be silent.	
	I care what happens to other people.	
	I understand when people's plans change.	

0 (Never) 1 (Rarely) 2 (Sometimes) 3 (Often) 4 (Always)		
	SOCIAL SKILLS	TOTAL_____
	I am able to show affection.	
	I am able to manage relationships well.	
	I find it easy to share my deep feelings with others.	
	I am good at motivating others.	
	I am a fairly cheerful person.	
	It is easy for me to make friends.	
	People tell me I am sociable and fun.	
	I like helping people.	
	Others can depend on me.	
	I am able to make someone else feel better if they are very upset.	

EMOTIONAL INTELLIGENCE SELF-ASSESSMENT

0 (Never) 1 (Rarely) 2 (Sometimes) 3 (Often) 4 (Always)

	SELF MOTIVATION	TOTAL_____
	I can bounce back easily after a setback.	
	I can kick-start myself into action when appropriate.	
	I am result-oriented and have a strong drive to meet my goals.	
	I set challenging goals and take calculated risks.	
	I enjoy learning new ways to improve my performance.	
	I can easily make personal or group sacrifices to meet a larger goal.	
	I use the group's core values to make and confirm my choices.	
	I am ready to seize new opportunities.	
	I pursue goals beyond what is required or expected of me.	
	I persevere and work towards my goals despite obstacles in my way.	

	MY SCORE	MY EI GOALS	AREAS TO IMPROVE
Self-Awareness			
Self-Regulation			
Self-Motivation			
Social Awareness			
Relationship Management			

RESULTS

0-24	Area for enrichment: Many opportunities for attention and development
25-34	Effective functioning: Consider strengthening
35-40	Enhanced skills: EQ is an asset. Use as leverage to develop weaker areas.

SELF-AWARENESS

- The ability to recognize and understand your moods, emotions, and drives, and their effect on others
- Don't let emotions get out of control
- Know your strengths/weaknesses, and work on them to perform better
- Demonstrate a thirst for constructive criticism
- Know when to ask for help

- Self-confidence
- Realistic self-assessment
- Good sense of humour
- Emotional self-awareness

SELF-MANAGEMENT

- Ability to know your limits & boundaries.
- You keep your perspective in focus and keep going
- You are open to feedback and changing your approach
- Keep a positive but realistic outlook and find new ways to problem solve

- Trustworthiness and integrity
- Comfort with ambiguity
- Openness to change
- Emotional self-control
- Transparency
- Adaptability
- Initiative
- Optimism

SOCIAL AWARENESS

- Easily relates to the feelings of other people
- Skilled in treating people according to their emotional reactions
- The ability to identify with and understand the wants, needs, and viewpoints of others (empathy)
- Excellent at listening, and relating to others
- Avoid stereotyping/judging too quickly

- Expertise in building and retaining talent
- Empathy
- Organizational awareness
- Commitment to service

RELATIONSHIP MANAGEMENT

- Good at managing relationships and networking
- Ability to find common ground/build rapport
- Rather than focus on their own success first, they help others develop and shine
- Mediators and excellent communicators
- Adept at managing teams/expert persuaders

- Effectiveness in leading change
- Persuasiveness
- Expertise in building and leading teams
- Influence and inspiration
- Conflict management

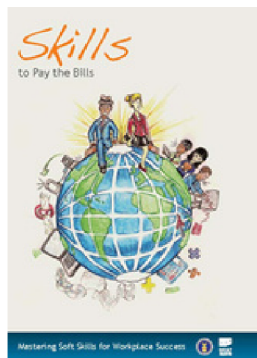
SELF-MOTIVATION

- Ability to start tasks promptly and meet deadlines
- Proficiency in prioritization and follow-through
- The desire for continuous learning and self improvement
- Ability to take initiative and make calculated risks
- Drive for success and not afraid of working hard to achieve goals

- Initiative
- Drive to achieve
- Commitment to goals
- Passion for work
- Eagerness
- Desire to improve
- Self-efficacy

RESOURCE LIBRARY

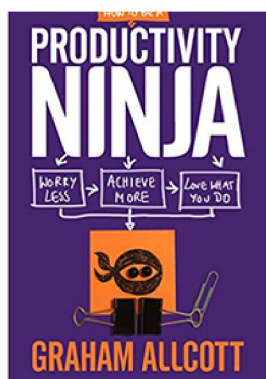
WANT TO KEEP LEARNING ABOUT POWER SKILLS? HERE ARE A FEW RECOMMENDATIONS TO GET YOU STARTED.



SOFT SKILLS TO PAY THE BILLS

BY THE U.S. DEPARTMENT OF LABOR

"Skills to Pay the Bills: Mastering Soft Skills for Workplace Success," is a curriculum developed by ODEP focused on teaching "soft" or workforce readiness skills to youth, including youth with disabilities. Created for youth development professionals as an introduction to workplace interpersonal and professional skills, the curriculum is targeted at youth ages 14 to 21 in both in-school and out-of-school environments. The basic structure of the program is comprised of modular, hands-on, engaging activities that focus on six key skill areas: communication, enthusiasm and attitude, teamwork, networking, problem-solving and critical thinking, and professionalism.

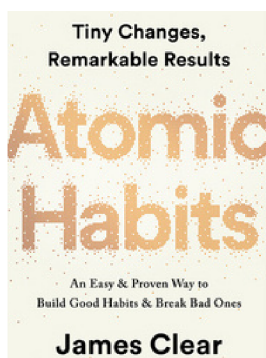


HOW TO BE A PRODUCTIVITY NINJA

BY GRAHM ALLCOTT

In the age of information overload, traditional time management techniques simply don't cut it when it comes to overflowing inboxes, ever-expanding to-do lists, and endless, pointless meetings. Thankfully there is a better way: The Way of the Productivity Ninja.

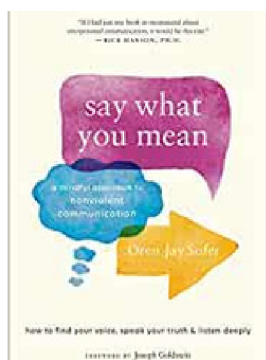
Using techniques including Ruthlessness, Mindfulness, Zen-like Calm, Stealth & Camouflage you will get your inbox down to zero, make the most of your attention, beat procrastination, and learn to work smarter, not harder. How to be a Productivity Ninja is a fun, accessible and practical guide to staying cool, calm, and collected, getting more done, and learning to love your work again.



ATOMIC HABITS

BY JAMES CLEAR

Tiny Changes, Remarkable Results! No matter your goals, Atomic Habits offers a proven framework for improving-every day. James Clear, one of the world's leading experts on habit formation, reveals practical strategies that will teach you exactly how to form good habits, break bad ones, and master the tiny behaviours that lead to remarkable results. If you're having trouble changing your habits, the problem isn't you. The problem is your system. Here, you'll get a proven system that can take you to new heights.



SAY WHAT YOU MEAN

BY OREN JAY SOFER

A Mindful Approach to Nonviolent Communication. Find your voice, speak your truth, and listen deeply—a guide to having more meaningful and mindful conversations through nonviolent communication. We spend so much of our lives talking to each other, but how much are we simply running on automatic—relying on old habits and hoping for the best? Are we able to truly hear others and speak our minds in a clear and kind way, without needing to get defensive or go on the attack? Oren Jay Sofer offers simple yet powerful practices to develop healthy, effective, and satisfying ways of communicating.

WORKSHEETS

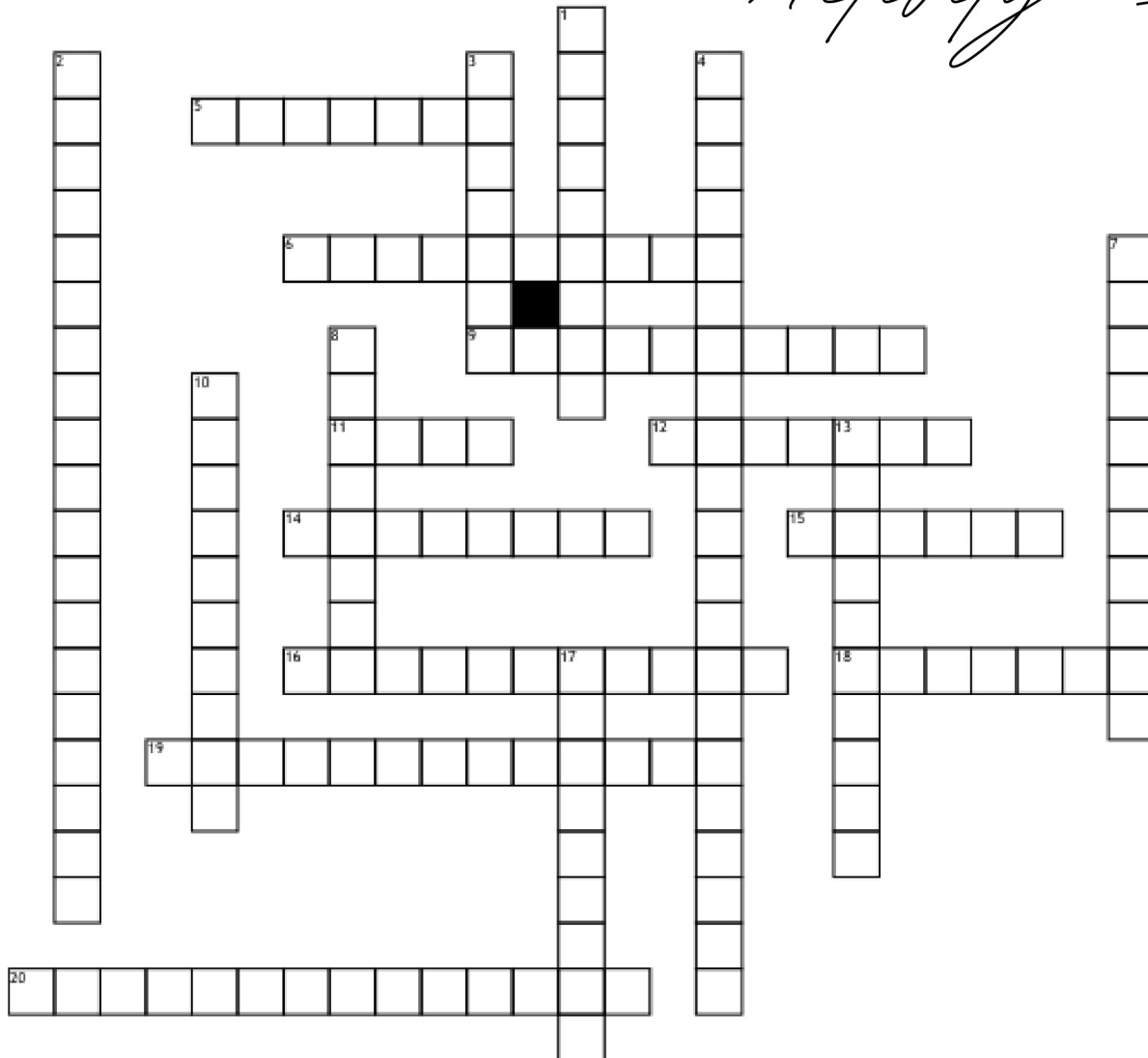
ACTIVITIES & HANDOUTS



"Today is life – the only life you are sure of. Make the most of today. Get interested in something. Shake yourself awake. Develop a hobby. Let the winds of enthusiasm sweep through you. Live today with gusto."

Dale Carnegie

Activity #1



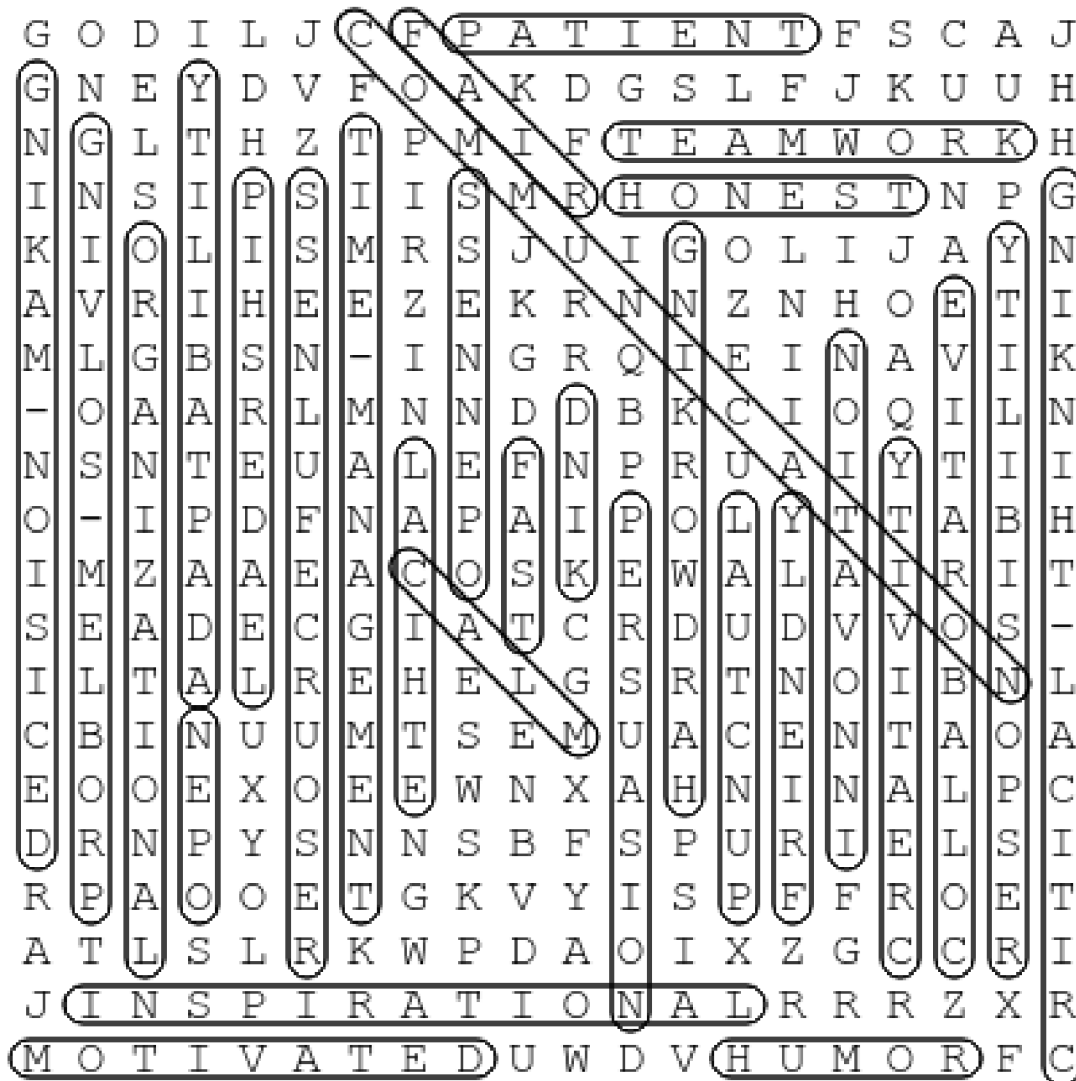
- Across**
- 5. Is the ability to recognize and understand the feelings of others
 - 6. Is the ability to effectively apply knowledge and skills to perform specific functions and accomplish specific goals
 - 9. Refers to active interest and excitement
 - 11. Refers to the ability to handle delicate situations appropriately
 - 12. Is the quality of being committed to providing support and allegiance
 - 14. Is cooperation and collaboration among people to accomplish a shared goal
 - 15. Is important to avoid injury and maintain health
 - 16. Is the ability to be relied upon
 - 18. Refers to the conduct which demonstrates regard for a person, organization, etc.
 - 19. Refers to the methods used to exchange info
 - 20. Qualities of an individual's personality
- Down**
- 1. Refers to customary well-mannered social conduct
 - 2. Are abilities which enable effective interaction
 - 3. Refers to the personal practices for maintaining cleanliness
 - 4. Are achieved through habitual practice
 - 7. Refers to the willingness and ability to readily adapt as circumstances and expectations change
 - 8. Refers to the ability to accept and tolerate delay, interruption and misfortune
 - 10. Refers to the ability to use good judgement to avoid revealing private information or causing embarrassment
 - 13. Is the ability to manage, support and guide a group of people to accomplish goals
 - 17. The quality of being honest and adhering to ethical and moral principles

Activity #2

G O D I L J C F P A T I E N T F S C A J
 G N E Y D V F O A K D G S L F J K U U H
 N G L T H Z T P M I F T E A M W O R K H
 I N S I P S I I S M R H O N E S T N P G
 K I O L I S M R S J U I G O L I J A Y N
 A V R I H E E Z E K R N N Z N H O E T I
 M L G B S N - I N G R Q I E I N A V I K
 - O A A R L M N N D D B K C I O Q I L N
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 A T L S L R K W P D A O I X Z G C C R I
 J I N S P I R A T I O N A L R R R Z X R
 M O T I V A T E D U W D V H U M O R F C

1. communication
2. teamwork
3. problem-solving
4. time-management
5. critical-thinking
6. decision-making
7. organizational
8. calm
9. adaptability
10. leadership
11. creativity
12. resourcefulness
13. persuasion
14. openness
15. innovation
16. hardworking
17. punctual
18. friendly
19. fair
20. inspirational
21. kind
22. patient
23. collaborative
24. humor
25. responsibility
26. ethical
27. learner
28. motivated
29. open
30. honest

WORD SEARCH ANSWER KEY



CROSSWORD PUZZLE WORD BANK

- | | | | |
|------------------------|-------------|----------------------|-------------|
| Enthusiasm | Patience | Integrity | Respect |
| Communication | Teamwork | Leadership | Empathy |
| Hygiene | Etiquette | Competence | Discretion |
| Professional Standards | Safety | Personal Traits | Reliability |
| Loyalty | Flexibility | Interpersonal skills | Tact |

USING A GROWTH MINDSET FOR *PERSONAL SUCCESS*

EMBRACE CHALLENGE AND SETBACKS

01

Embracing challenge and setbacks is a key part of having a growth mindset. By seeing these things as opportunities to learn and grow, you'll be more likely to overcome them.



BE OPEN TO FEEDBACK

Feedback is essential for personal growth. If you're not open to hearing what others have to say, you'll never be able to improve.

02

BE WILLING TO PUT IN THE WORK

03

A growth mindset doesn't mean that things will always come easy. You still have to put in the hard work if you want to see results.



BE PATIENT

Rome wasn't built in a day and neither are successful people. It takes time to reach your goals, so be patient and don't give up.

04

CELEBRATE PROGRESS

05

It's important to celebrate your progress, no matter how small it may be. This will help you stay motivated and focused on your goals.

DAILY ROUTINE

TASKS OF THE DAY	M	T	W	TH	F	ST	SU

Habit Tracker

WEEK OF _____

H A B I T	MON	TUE	WED	THU	FRI	SAT	SUN
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MINDSET

YOUR MINDSET DETERMINES YOUR SUCCESS

FIXED MINDSET	GROWTH MINDSET
I already know it all	I want to keep learning
I give up easily	I welcome and learn from feedback
I ignore useful feedback	I learn from others
I can't change how smart I was born	I can train my brain and try new strategies
I don't need to practice	I will keep trying
Mistakes and failure are bad so I avoid them	Mistakes are learning opportunities
I'll never be good at this	I can work hard to get better at something
I avoid things that require effort	I want to be challenged

Six Ways to Build Collaborative Teamwork in The *Workplace*

Collaborative teamwork is key to success in the workplace. By following these tips, you can build a strong team that will get the job done.



Define roles and responsibilities

Make sure everyone knows their part in the project.

Set clear goals

Everyone should know what the team is working towards.



Encourage open communication

Make sure everyone feels comfortable sharing their ideas.

Respect each other's opinions

Be open to hearing different points of view.



Compromise when necessary

Sometimes you have to give a little to get a little.

Celebrate your successes together

Recognize and reward yourselves for a job well done.



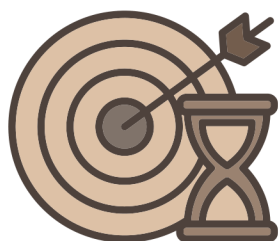
5 SIMPLE WAYS TO BE

More Productive



1 GET ORGANIZED & PLAN AHEAD

Make a list and plan out your day ahead of time. Knowing what you need to do and when can help you stay focused and be more productive.



2 SET TIME LIMITS

Setting time limits can help increase productivity by having clear goals and deadlines, which can help focus your attention and motivate you to work faster and more efficiently.



3 LIMIT DISTRACTIONS

Create a distraction-free environment by removing potential distractions, such as phones, TVs, and other electronics, from your workspace. You can also try use noise-cancelling headphones to block out distracting sounds.



4 MAKE SMALL GOALS

Setting small goals is a great way to stay motivated and achieve larger goals. Breaking down big tasks into smaller more manageable goals can help you to feel more in control and more likely to succeed.



5 TAKE BREAKS

Taking a break can also help to refresh your creativity and come up with new ideas. Regular breaks can also help to increase your concentration span, allowing you to better focus on the task at hand.

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Thank You!

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