



## Soft Skills for the North American Workplace

This course provided by ISSofBC to clients of the Skills Connect for Immigrants program will help you learn how to adjust to cultural differences so that you can better build relationships with Canadian employers.

You may have great soft skills in your country of origin...but how are your soft skills perceived by people in the North American business community?

*“Most professionals vastly underestimate the impact of cultural differences in their work...Professional recent immigrants are often passed over at some stage in the recruitment process, not because of a lack of technical skills, but rather because of cultural disconnects or misunderstandings.”*

- Lionel Laroche, renowned immigrant professional and public speaker

**By the end of this 24-hour Soft Skills course, you should be better able to:**

- Understand and respect subtle non-verbal and verbal communication skills at different levels of hierarchy
- Present yourself in a manner that is well-received in the Canadian workplace
- Give and receive feedback in a culturally appropriate manner
- Effectively use persuasion in a business environment
- Manage negotiation techniques for relevant business situations
- Develop flexible conflict resolution skills
- Understand and practice building positive working relationships
- Assert yourself effectively
- Integrate more successfully into North American organizations

Once you are accepted into the Skills Connect for Immigrants program, you are required to choose from one of the courses being offered at either our New Westminster location (620 Royal Avenue) or our Vancouver location (333 Terminal Avenue).

See list of open course dates upon intake into the program.

Length: 24 hours

Materials: Workbooks will be provided to all students

Evaluation: A Certificate of Achievement is issued if the student attends more than 70% of the course and meets the learning outcomes of the course.

***This is the only required course in the ISSofBC Skills Connect for Immigrants program and underlines how important soft skill development will be to your ultimate success.***