

## Soft Skills: Complex Conversations

### Course Description

Soft Skills: Complex Conversations offers you the opportunity to learn how to manage complex conversations in the Canadian workplace. You will learn how to give and receive constructive feedback and how to negotiate in the Canadian workplace.

### Method of Instruction

Facilitated online asynchronous

### Course Topics



#### **Unit 1: Constructive Feedback**

Giving constructive feedback means providing someone with observations about inappropriate behaviour, with the intention of helping them. The feedback should be given in private and focus on recent examples of specific behaviour.

By identifying and acknowledging their weakness, they may become more self-aware and turn it into a strength.



#### **Unit 2: Negotiating**

Some people say that negotiating is an art. In this unit, we are going to look at strategies for negotiating in the Canadian workplace. In the world of business, negotiating skills are used for a variety of reasons. You may need to negotiate a salary or a promotion, to secure a sale or to form a new partnership.

In this unit we will examine acceptable practices and effective language for negotiating successfully in the Canadian workplace.