

Soft Skills: Working With Others

Course Description

Soft Skills: Working With Others offers you the opportunity to learn about working with others and conflict management in the Canadian workplace. In this course, you will learn how to work in a diverse and inclusive environment and how to manage conflict and challenging situations in the Canadian workplace.

Method of Instruction

Facilitated online asynchronous

Course Topics



Unit 1: Working with Others

Canadian workplace culture expects employees to be good at speaking, listening and socializing with other people; to know the etiquette of working harmoniously with co-workers, colleagues and supervisors; and to understand a good range of cross cultural differences in the workplace. These are essential skills that many employers look for in potential employees. In this unit we will examine strategies and language for working with others in a Canadian workplace.



Unit 2: Conflict Management

In this unit we are going to examine strategies and language for dealing with conflict in the Canadian workplace.