



Working Smart

Soft Skills for Workplace Success

Work and life skills that enhance employee productivity



“Working Smart: Soft Skills for Workplace Success: Was developed by the Charlotte Mecklenburg Workforce Development Partners. It is designed to provide the work and life skills that enhance employee productivity. It is a five module, sixteen lesson soft skills curriculum taught in multiple sessions. NWDB has collaborated with local businesses to give interview opportunities for open positions to job seekers who have successfully completed all modules/lessons. Contact your nearest NCWorks Career Center for more details.

Topics

Self-Awareness Skills

Personal Branding

Self-Change

Cognitive Cycle

Staying Calm & Clear

Self-Management Skills

Dealing with Stress

Warning Signs

Personal Reactions

Work Ethics

Employer Expectations

Code-Switching

Communication Skills

Active Listening

Four C's of Communication

Expressing Concerns

Handling Feedback

Problem Solving Skills

Problems and Goals

Facts vs. Opinions

Options and Outcomes

For Job Seekers!

Employers are looking for people who not only have the technical skills and the experience to do the job, but the “soft skills” that lead to success: communication, problem solving, time management, accountability and more.

Working Smart provides the tools to help you keep a job, excel at your job and be more productive.

For Businesses!

Working Smart was developed in response to employer demands for a workforce that has an increased capacity to fulfill employer expectations beyond their technical abilities. Hiring **Working Smart** certified employees will enhance their productivity and enable you to be about the business of growing your business.

For Agencies!

Agencies serving job seekers can enhance their outcomes by incorporating the **Working Smart** curriculum into their existing program, or directing participants to their nearest NCWorks Career Center offering the highly valued **Working Smart** soft skills training.

To learn more about **Working Smart** contact the nearest NCWorks Career Center.

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