CompTIA Soft Skills Essentials

Overview

CompTIA Soft Skills Essentials is a practical, beginner-friendly course designed to develop essential interpersonal and professional skills required for success in today's workplace. The course focuses on strengthening participants' communication, professionalism, teamwork, critical thinking, problem-solving, and career development capabilities.

Participants will learn how to communicate effectively through active listening and clear written communication, collaborate with different personalities and working styles, manage workplace challenges, and provide and receive constructive feedback. The course also explores professional behaviour, time management, decision-making, and career readiness, including resume preparation, professional profiles, and interview skills.

Through interactive learning activities and practical workplace scenarios, participants will gain the confidence to build positive working relationships, improve professional effectiveness, and contribute more effectively to organisational success.

Upon completion, participants can earn a CompTIA Competency Certificate (CompCert) to demonstrate their essential workplace soft skills.

Duration

7 hours

Learning Outcomes

Upon completion of this course, participants will be able to:

- Demonstrate professionalism, accountability, and appropriate workplace behaviours in different professional environments.
- Apply effective communication techniques, including active listening, clear writing, and constructive feedback.
- Collaborate effectively with team members, adapt to different communication styles, and apply critical thinking to resolve workplace problems.
- Apply time management, decision-making, and career development techniques to improve professional performance and employability.

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Course Objectives

The objectives of this course are to:

- Develop participants' professionalism, self-awareness, and positive workplace behaviours to enhance professional effectiveness.
- Strengthen communication, active listening, and interpersonal skills to support effective workplace interactions.
- Equip participants with teamwork, collaboration, critical thinking, and problem-solving skills to address workplace challenges.
- Enhance participants' career readiness through effective time management, professional presentation, and career development techniques.

Target Audience

This course is suitable for:

- Administrative and Office Support Personnel.
- Business and Operations Executives.
- Customer Service Representatives.
- Human Resource Professionals.
- Sales and Marketing Professionals.
- Team Leaders and Supervisors.
- Managers and Project Coordinators.
- Fresh Graduates and Job Seekers.
- Students preparing to enter the workforce.
- Professionals seeking to improve their interpersonal and professional skills.

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OUTLINE

Module	Topic Coverage
Module 1: Character and Professionalism	Developing positive professional behaviours, personal accountability, and workplace readiness. • Understanding character and professionalism in the workplace. • Identifying the habits and qualities of effective employees. • Demonstrating accountability, reliability, and a positive work attitude. • Maintaining appropriate professional appearance and workplace etiquette. • Developing self-awareness and professional responsibility. • Building trust and maintaining positive workplace relationships.
Module 2: Communications	Enhancing verbal, non-verbal, and written communication skills to improve workplace interactions and professional relationships. • Understanding the four pillars of effective communication. • Developing active listening and effective questioning techniques. • Applying clear and professional written communication. • Improving verbal and non-verbal communication skills. • Adapting communication styles to different audiences and situations. • Applying advanced communication techniques to workplace interactions. • Managing difficult conversations and communicating ideas confidently.
Module 3: Collaboration and Teamwork	Building effective teamwork skills and developing the ability to collaborate with individuals from different backgrounds and working styles. • Understanding the fundamentals of collaboration and teamwork. • Exploring different stages of team development. • Identifying the characteristics of an effective team member. • Adapting communication styles to improve team collaboration. • Understanding and applying constructive feedback. • Managing workplace disagreements and resolving conflicts.

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Module 4: Critical Thinking and Problem-Solving	Strengthening analytical thinking and decision-making skills to address workplace challenges effectively. • Understanding the fundamentals of critical thinking. • Identifying and defining workplace problems. • Gathering and evaluating relevant information. • Analysing situations and identifying possible solutions. • Applying structured problem-solving techniques. • Evaluating alternatives and making informed decisions. • Developing logical reasoning and practical decision-making skills.
Module 5: Career Success	Preparing participants for career development by strengthening professional presentation, time management, and employability skills. • Understanding essential skills for long-term career development. • Managing time and prioritising tasks effectively. • Setting professional goals and improving personal productivity. • Preparing professional resumes and online profiles. • Developing effective job interview techniques. • Building confidence when presenting professional strengths and experiences. • Identifying opportunities for continuous learning and career growth.

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Module 5: Summarising and Visualising Data	Transforming analysed data into clear visual representations and interactive dashboards to communicate findings effectively. • Summarising datasets using PivotTables. • Creating charts and graphs to represent data. • Selecting appropriate visualisation techniques for different data types. • Customising charts to improve readability and presentation. • Developing interactive dashboards using slicers. • Identifying key trends and insights through data visualisation. • Presenting findings to support business recommendations.
Module 6: Data Integrity, Ethics and Sharing Results	Ensuring data accuracy, maintaining information security, and communicating analytical findings responsibly. • Validating data to ensure accuracy and consistency. • Identifying potential data quality issues. • Understanding data privacy, confidentiality, and ethical considerations. • Applying best practices for safeguarding data. • Documenting analytical processes and findings. • Preparing and sharing reports and dashboards. • Communicating data-driven insights and recommendations effectively.