

# WORKPLACE ESSENTIAL SKILLS

## **Workplace Essential Skills Online Courses**

KET's Workplace Essential Skills online study system includes pretests that help learners pinpoint areas they need to study, and post-assessments that will allow them to assess their understanding of the course content in a workplace context.

### **Soft Skills**

*This course includes three lessons covering 14 skills.*

Soft Skills Pretest

### **Soft Skills Lessons**

#### **Communication**

1. Communicating Clearly
2. Timely Communication
3. Miscommunication
4. Organizational Communication
5. Customer Service

#### **Collaboration**

1. What's your Role?
2. Working Professionally
3. Showing Flexibility
4. Being a Drug-Free Employee

#### **Critical Thinking**

1. Ask, Ask, Ask!
2. Solving Problems
3. Managing Resources Responsibility
4. Taking Charge of Your Learning
5. Resolving Problems

Soft Skills Posttest