

It doesn't matter  
your industry  
or role.



# Soft Skills Leadership

## Program Overview

Strengthen organizational capabilities in **teamwork**, **communication**, and **engagement**. Leverage the principles and techniques of customer service and professional selling to transform every participant into an effective leader.



## Learning Outcomes

By the end of the program, participants will be able to:

1. **Build** robust relationships across all professional levels
2. **Hone** invaluable interpersonal skills
3. **Leverage** proven frameworks for motivation and growth
4. **Enhance** leadership to address organizational needs

# Program Details

Core Workshop

## Interpersonal Foundations

Asynchronous Learning

## Personal Growth

- Workshop summaries, instructor office hours, supplemental reading list
- Practical applications, exercises and case studies of real-world scenarios

## Core Communication Skills

### Morning Session

- Communication's role and importance
- Active listening strategies
- Rapport: first impressions and growing connections

## Interpersonal Excellence

### Afternoon Session

- Techniques for effective problem-solving
- Conflict resolution strategies
- Approaches to teamwork and collaboration

## Principles of Effective Leadership

### Morning Session

- Leading by example with customer service
- Professional selling – products, services, ideas
- Ethical leadership: integrity and transparency

## Leadership Applied

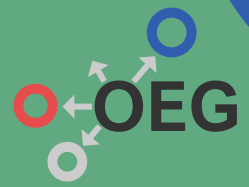
### Afternoon Session

- Identifying unique challenges and opportunities
- Building leadership resilience and adaptability
- Situational leadership: adapting to unique needs

Reinforcement Workshop

## Leadership in Action





# What Are You Waiting For?

Develop leaders who influence,  
innovate, and inspire.  
**Contact OEG today.**



**Hands-on activities, live discussions, presentations, and practical demonstrations of soft skills in the workplace**



## **Location**

Workshops either online via OEG's eCampus or in-person at OEG offices



## **Participants**

Minimum of 6 participants



## **Duration**

12 weeks  
20 hours of live instruction



## **Resources**

Personalized leadership coaching  
available during the program



## **Cost**

\$8,000 per participant (Fully grant eligible)



## **Certification**

OEG Certificate of Completion and  
LinkedIn badge





# Unlock Your Team's Potential

Employers need the right mix of skills to maximize productivity and profitability.

**We're here to make that happen.**



**Target Skills Based on Today's Job Market Data,  
Not Yesterday's Trends**



## **Social Media for SMEs**

Develop capable leaders who influence, innovate, and inspire.



## **Modern Workplace Culture**

Transform your social media from routine postings to strategic engagements.



## **AI for Everyone**

Don't get left behind in an increasingly AI-driven business environment.

# Transform Your Workforce

Knowing that talent and skills are important is one thing.  
Knowing what to do and how to go about it is another.  
We provide the guidance and resources you need.

**Start with one of our core programs  
(fully-funded for small businesses)**