



# OTTAWA EDUCATION GROUP

## Soft Skills Leadership

### Empower Your Business. Upskill Your Workforce.

Strengthen organizational capabilities in teamwork, communications, and engagement.

Leverage the principles and techniques of customer service and professional selling to transform every participant into an effective leader.



### Learning Outcomes for Participants:

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.



Class size is minimum 6 participants (in-person or virtual). Graduates receive an OEG Certificate of Completion and a LinkedIn badge.





Core Workshop

# Soft Skills Leadership

Ask us about grants and funding options  
now available for eligible small businesses!

## Program Details

### Session 1 - Core Communication Skills

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

### Session 2 - Interpersonal Excellence

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

### Session 3 - Principles of Effective Leadership

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

### Session 4 - Leadership Applied

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

**Training is no longer a nice-to-have; it's a must-have  
competitive advantage. Upskill today!**

**Visit [www.ottawa.education](http://www.ottawa.education) or scan the QR Code**

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