



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 Pathway

Soft Skills Leadership

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

Upskilling 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 or scan the QR Code

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Looking for something more? We have numerous programs for all skill levels.

