

SOFT SKILLS WORKSHOP – Office Practices

As a service to the businesses within our communities, NCCC is offering WORKSHOPS on Business Communications and Office Practices for your employees. This interactive workshop will be led by a NCCC professor and can be held on site at your business OR scheduled at one of our campuses

OBJECTIVE: This Workshop can assist your firm with effective communication and office skills for your employees.

To assist in creating your customized “curriculum” for the training, please use this survey to determine and rank your needs for desired employee training in business communications.

Use check marks and numbers (1 being the highest) to rank the importance of the 16 topics below. If we missed something, ADD YOUR OWN IDEA to the list

	Check here	Rank here	Specific requests or notes for presenter on this topic
Timeliness – importance of being on time for job, and how to communicate when you are delayed or absent			
Answering the telephone and taking messages at the business			
Communicating face to face at the workplace - including “active listening” and non-verbal skills			
Professional behavior including use of personal texts/cell phones on the job			
How to treat the customer: etiquette and customer relations expectations			
Communicating via email and memos to colleagues in the workplace			
Appropriate workplace etiquette and behavior with co-workers and management			
Appropriate workplace clothing and dressing for the job			

Drafting and creating internal business messages via email and memoranda			
Drafting and creating external business messages via email and formal letter			
Drafting and sending external press releases for the business			
Understanding the privacy/confidentiality rights of clients when communicating within and outside of the business			
Creating and presenting visual slide shows and instructional handouts for training employees or presentations to clients			
Creating and refining informal and formal business reports and proposals			
Understanding the parameters of a job interview for a new hire (appropriate and legal questions to ask candidates for employment)			
Creating or evaluating a resume and cover letter			
<u>OTHER:</u>			

REQUEST DATE/S and TIME/S FOR SERVICE AT YOUR BUSINESS:

(include a minimum of 3 dates). If you want the seminar at the NCCC campus, please indicate that preference)

LOCATION: _____ Your Contact Information: _____

DATES: #1 _____ #2 _____ #3 _____

Time of Day preferred: _____ (anticipate a minimum of three hours for your session)

Please return this completed survey to Kimberly Duffey, Chair - Business Department NCCC
kduffey@nccc.edu or cell 518-521-5133