



SUPPLEMENT, OPTIMIZE, ACQUIRE, AND RENEW ESSENTIAL SKILLS

SOAR Certificate: Basic – Intermediate Skills Development Core Courses

- [Providing Outstanding Customer Service](#)
- [The Challenge of Change](#)
- [Effective Communication Skills I](#)
- [Business Writing & Grammar Refresher](#)
- [7 Habits of Highly Effective People® I](#)
- [7 Habits of Highly Effective People® II](#)
- [Critical Thinking: Ethics and Values for Decision Making](#)
- [Practical Problem Solving](#)

SOAR Certificate Information

Eligible Participants

- (1) Non-management employees.
- (2) Management Level I employees.
- (3) All other employees.

*Note: **Supervisor/Manager approval** is a **pre-requisite** for all participants.*

Requirements

- Complete all core courses specified for this certificate program: eight 'in class' courses.

Total Duration

- 2 hours in 4 months.
- Per month: 2 x 4 hour 'in class' course sessions.

Availability

- The full certificate program is offered once per trimester.
- Contingent on seating availability, all courses within this program may be accessed as 'independent' modules by **non-certificate participants** who otherwise satisfy the "Eligible Participants" conditions for the entire program.
- Subject to demand and available resources, additional sessions of a particular course may be scheduled

Note: Participants who meet the eligibility requirements for SOAR and would like to be enrolled in the Certificate program may [click here](#) for registration details.

SOAR Stand Alone Courses

- Effective Presentation Skills/Public Speaking
- Effective Communication Skills II
- Advance Business Writing: Reports, E-mails, and Correspondence
- Public Records Act

Note: These courses are not within SOAR Certificate program; offered at least once per year; open to employees who otherwise satisfy the Eligible Participants conditions for the SOAR Certificate program. If you would like to take this course as an independent module, please [click here](#) for registration details.