



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

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